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ABSTRACT

A study of the Oklahoma Teletypewriter Interlibrary System (OTIS), made at the request of the Oklahoma Department of Libraries, covers the period April 1968 through June 1969. It is based upon an analysis of records maintained at the Oklahoma Department of Libraries including: (1) what material was requested by what library, how the requests were verified and located, which library supplied the material and when; (2) time span for filling requests, arranged by transmission site and resource library; (3) monthly reports of volume of use from all transmission and resource libraries; (4) detailed expenditure records and (5) miscellaneous correspondence. A questionnaire sent to the 4 resource libraries and 10 transmission libraries was used to collect the original data. Field visits were made to nine transmission sites, all four resource libraries and selected satellite libraries. The report is composed of seven chapters: (1) History and Purpose of OTIS; (2) Volume, Users, Materials and Impact of OTIS; (3) Records and Procedures; (4) Closing the Time Gap; (5) Cost of OTIS; (6) Problems and (7) Summary and Recommendations. (NH)

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OTIS: AN EVALUATION OF THE OKLAHOMA TELETYPEWRITER INTERLIBRARY SYSTEM

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September 1969

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ERRATA

Page 5, line 5	services not sources
Page 14, line 2	any not only
Page 25, line 21	undue not overdue
Page 46, line 2	exchange not enchange
Page 56a, line 2	form, not farm
Page 83, lines 7-8	Tulsa City-County Library fills 7% Oklahoma County Libraries, 5%

INTRODUCTION

The following study of the Oklahoma Teletypewriter Interlibrary System (OTIS) was undertaken at the request of the Oklahoma Department of Libraries. Mr. Ralph Funk, Director of the Department and his staff felt that since OTIS had been operating for approximately eighteen months, the time had come to evaluate its benefits to the citizens of Oklahoma, examine its procedures and policies and to determine its unit cost.

The study, begun in May, 1969, covers the period from the beginning of OTIS in April, 1968 through June, 1969. It is based upon an analysis of records maintained at the Oklahoma Department of Libraries including, 1) the actual teletyped messages for the entire period with information on what material was being requested, what library requested it, for what patron, how the requests were verified and located, which library supplied the material and when, 2) log records indicating time span for filling requests arranged by transmission site and resource library, 3) monthly reports from all transmission and resource libraries and their summaries, indicating volume of use, 4) detailed expenditure records and 5) miscellaneous correspondence. Reference was also made to records maintained at the Bibliographical Center for Research in Denver on use by the Oklahoma State Library, to a cost analysis of the impact of OTIS on the Tulsa City-County Library as one of its resource libraries, and to the study of Oklahoma's reference and research needs by Mason Tolman of the New York State Library which led to the establishment of OTIS.

Original data was collected in a questionnaire sent to the four resource libraries and ten transmission libraries included in the system to ascertain how OTIS was working, how it could be improved, what it was costing and how it had benefitted the local libraries of the state. Field visits were made to nine of the transmission sites, to the four resource libraries, and to selected satellite libraries where records were examined and administrators and operational personnel working with OTIS were interviewed.

Conferences were also held with Mrs. Elizabeth Geis, Library Resources Co-ordinator, Oklahoma State Department of Education, with Mrs. Helen Lloyd, formerly

School Library Supervisor in Oklahoma City, with one high school librarian, Miss Gwen Britton, Librarian of West High School, Muskogee, and one librarian of a private university, Miss Frances Kennedy of Oklahoma City University. Conferences were also held with the administrative staff and interlibrary loan librarian at the Oklahoma Department of Libraries.

The report will detail information on who the major users of the network are, what has been the nature, level and type of material requested, the percentage of requests being filled by the Department of Libraries, the resource libraries and the transmission libraries and by libraries outside the state and what percentage of requests have been cancelled or declared unavailable.

The report will include an analysis of the time required to fill requests, how the teletypewriter has effected interlibrary loan time, as well as the volume of interlibrary loan. It will contain an evaluation of the effect of OTIS on local library use, book selection and potential support, of its effect on the flow of materials throughout the state, of its contribution to the closer relationships between libraries of all types. Figures have also been gathered to document the cost of the service which includes an estimate of the cost to transmission and resource libraries (but not to local, satellite libraries).

Records and reporting maintained at transmission and resource libraries and at the Department of Libraries have been studied, and recommendations will be made regarding the standardization and streamlining of records.

A special word of appreciation is due to Ralph Funk, Director of the Oklahoma Department of Libraries, and to his staff, especially Esther Mae Henke, Associate Director, Public Library Services and Mrs. Mary Hardin, Interlibrary Loan Librarian,who gave generously of their time and candor in aiding the study. The researcher also wishes to thank the administrators and interlibrary loan librarians in the transmission and resource libraries who cheerfully contributed their ideas in personal conference and via questionnaire, and to acknowledge the help of Mrs. Mildred Ludecke, former Director of the Yuma Arizona City-County Library for her work in analyzing data.

One of the compensations of this study has been the privilege of getting to know Oklahoma librarians and their beautiful state.

I

HISTORY AND PURPOSE OF OTIS

The Oklahoma Teletypewriter Interlibrary System is a part of Oklahoma's overall play for the improvement of public library service, and the state's major activity under Title III of the Library Sources and Construction Act of 1966, federal legislation designed to encourage the coordination of resources in all types of libraries within each state. The other two activities under the Library Services and Construction Act, Title III, are a project for developing a financial reporting system for the Oklahoma Department of Libraries and other libraries in the state, and a project to coordinate data processing applications among the libraries of the state, chiefly through the use of MARC tapes.

Oklahoma, a new state, somewhat sparsely populated, is not rich in library resources, although it boasts one university (University of Oklahoma) able to qualify for membership in the Association of Research Libraries. The University of Oklahoma Medical Library (located not in Norman but in Oklahoma City) has relationships with five university medical libraries in Texas, Louisiana, New Mexico and Arkansas with whom they are planning a decentralized regional medical library, associated with the National Library of Medicine. In May, 1969, the University of Oklahoma Medical Library began a three-year federally supported program to provide medical information services directly to the physicians, and other health personnel and hospitals in Oklahoma.

The Oklahoma State University Library is growing rapidly and is strengthening its collection of about one million volumes, especially in veterinary medicine, chemical engineering, and other scientific and technical fields. Oklahoma State University also has a fully classified and cataloged collection of Oklahoma documents and aspires to be declared a regional depository for federal documents.

In addition to the two state universities, Oklahome has a system of thirteen state colleges with enrollments, according to the latest published statistics, of between 700 and 8,400 , and library collections ranging from 55,000 to 119,000, none of them self-sufficient.

Elementary and secondary school library development in Oklahoma has been slow, with only thirty-five high schools in the entire state reporting full time librarians in the year ending June 30, 1967. At that time there were only two high schools in the state with libraries of over 10,000 volumes. Ninety-nine of the state's high schools reported no library service whatever. The two years of Title II, Elementary and Secondary Education Act, which provides federal funds to the state for the purchase of instructional materials have had the effect of accelerating school library development although it seems likely that another generation of young people will grow up in Oklahoma handicapped by sub-standard high school library services unless some presently unforeseeable crash program is funded. Elementary school libraries are almost non-existant.

There are 119 public libraries in Oklahoma. Although some of these are fine small or medium sized libraries, with the exception of Tulsa and Oklahoma City-counties there are no municipalities large enough to meet the ALA's recommended minimum standard of a support base of 150,000 population. Consequently, Oklahoma's plan for public library development envisions multi-county library systems, with a one to two mills tax voted in each county, and the voluntary amalgamation of all municipal libraries in the region. Only the city-county library systems of Tulsa and Oklahoma City may form a system on a single county base. Expenditures in Oklahoma for public library purposes from all sources (local, state and federal) totalled in 1968 only $4,465,651 or $1.488 per capita.

In order to foster the development of multi-county library systems the Oklahoma Department of Libraries has used funds available under the Library Services and Construction Act, Title I, to conduct a series of two or three-year demonstrations to show the citizens the advantage of good library service made possible by cooperation. Out of these demonstrations has come the establishment of three systems, the Chickasaw Library System, with headquarters in Ardmore, the Western Plains Library System with headquarters in Clinton, the Pioneer Multi-County Library based in Norman, Oklahoma. A demonstration is currently in progress with headquarters in McAlester to form the Choctaw Nations Library System. The electorate will vote on this system in September, 1969.

The largest public library collections in Oklahoma are in Tulsa City-County Library (501,808 volumes in the year ending June 30, 1967),and in Oklahoma County Libraries (419,857 volumes on June 30, 1967). Both these libraries are considered state-wide resource libraries.

Oklahoma has thirty-five special libraries including such outstanding research libraries in oil technology as the Phillips Petroleum Company Library in Bartlesville and the Sinclair Research Center Library in Tulsa, and an excellent collection of documents and of serials as well as monographs on geology in the U. S. Bureau of Mines Library in Bartlesville which acts as one of the transmission sites under the OTIS system. Good military libraries are located at Fort Sill, Tinker Air Force Base at Oklahoma City and at Vance Air Force Bases in Enid. Lawton's Museum of the Great Plains has a collection of over 11,000 volumes on western history, and the State Historical Collection has over 30,000 volumes in Oklahoma history and geneology consulted by at least 4,000 scholars each year. Although they represent individually and together an important reference and research source for the people of Oklahoma, these special libraries do not even aspire to be self-sufficient and depend heavily upon each other, upon the two state universities, upon the public libraries of Tulsa and Oklahoma City, and often upon their parent company libraries in other states.

The Oklahoma Department of Libraries is a comprehensive state library with broad statutory powers. It now has a collection of 193,778 volumes, not including a library development collection used to launch local system demonstration and a special collection for state institutions. The collection is geared largely to supplement the public library collections of the state, but also has some strength in law and state government, especially legislative reference. The department maintains an official file of Oklahoma state documents, although since no checklist is published, this resource is less than totally available. The department is at present the only regional depository for federal documents in the state and needs to strengthen its management of this material also. The department has current subscriptions to 750 serials and makes its collection of 1,139 16mm educational films available to the public library systems of the state. Major use of the films seems to be by local school teachers.

The Oklahoma Teletypewriter Library Information System was established April 1, 1968 for three basic purposes--1) to facilitate maximum access to all library and information resources in the state for the benefit of all the people who might need them, and 2) to open the resources in research libraries all over the world to Oklahoma citizens who may have need of them, and 3) to encourage the improvement of local library service by fostering closer coordination between libraries of all types in an area, and the formation of public library systems. The purpose of OTIS is not to substitute for adequate school, public,academic, or special libraries, but rather to strengthen them by linkage with other strong collections in the state and nation.

The plans for OTIS grew out of the deliberations of the Oklahoma Council for Library Development, a group appointed by the Oklahoma Department of Libraries Board to advise the department on planning for interlibrary cooperation under Library Services and Construction Act, Title III. At the recommendation of the Advisory Council, Mason Tolman, of the New York State Library was retained to recommend a plan of action.

Mr. Tolman recommended that Oklahoma's state-wide cooperative service plan must contain the following factors:

1) It must involve different types of libraries, i.e., research, academic, school, public and special.

2) These different types must be "organized in an array whereby patron requests will be screened at a first level at the general collections of the district libraries of the multi-county systems; at a second level at the State Library --and at a third level in the research collections of the state, and eventually, to research libraries outside the state.

3) The response to a patron's request may take a number of forms:--photocopy, the loan of an original, a library-prepared written response and, in the future, telefacsimile.

Mr. Tolman observed that a framework of interlibrary loan and cooperation between the state's various types of libraries already existed and needed to be formalized. His proposal was that a state-wide network be established with access points for the patron through the type of library he is accustomed to use. The components of the network should be, according to Tolman's recommendations:

1) Local telephone service from the point of patron access to a communications system transmission site.

2) Teletypewriter access to the Oklahoma Department

of Libraries interlibrary loan center.

3) Teletypewriter access from the Department of Libraries to resource centers for referral of requests when the department cannot supply.
4) Mail or rapid commercial delivery of requested items directly from the supplying library to the access point.
5) Use of teletype facilities to report to transmission site on the disposition of each request.

The critical factors in Oklahoma's network, according to Mason Tolman, were location of transmission sites so that the state is adequately covered and the development of a highly efficient interlibrary loan center at the Department of Libraries. Although Tolman recommended that the department be considered the major supplier of material requested; he nevertheless recognized the importance of including the two state universities in the network, not only because they had resources important to the state, but also because they too needed access to collections beyond their own, to meet the special needs of their own faculty and students. Tolman also suggested that Oklahoma County and Tulsa City-County Libraries be designated as additional resource centers.

Communication equipment for the network might be, according to Mason Tolman, only one of the several types available including the Bell System teletypewriter which was in fact selected by the Department of Libraries.

In a $43,000 proposed budget for the first year of the network, Tolman included an amount of $25,000 for the installation and operation of the equipment, $10,000 for salaries for the interlibrary loan center and grants to resource libraries for additional personnel, $1,000 for grants to transmission sites to accept collect phone calls, $2,000 for workshops and instructional meetings to insure success of the network and $5,000 for additional studies to expand the cooperative library system. Mr. Tolman estimated that there should be approximately fourteen to eighteen teletype installations, supplemented by long distance telephone calls from sattelite libraries. He felt that the door should be left open for telefacsimile when this becomes technically and economically feasible. School libraries, he declared were most important to the network as heavy potential users with need for access to a wider range of resources than can be hoped to exist in school and/or local public libraries.

An ad-hoc subcommittee of the Council for

Library Development made up of Ralph Funk, Oklahoma State Department of Libraries, Mr. William Stewart, Director, Muskogee Public Library, Miss Frances Kennedy, Librarian, Oklahoma City University, Miss Virginia LaGrave, Dr. Roscoe Rouse, Librarian, Oklahoma State University and Mr. Roderick Schwartz, Associate Director, Tulsa City-County Library, Chairman, studied the Tolman report and suggested that the Department of Libraries work out details of the plan and draft an in-state interlibrary loan code for the consideration of the libraries of the state.

On September 12, 1967, the full State Plan Committee, Chaired by Dr. Arthur McAnally, met to hear Mason Tolman's report, and the modifications of the sub-committee. It was unanimously voted that the report as modified be endorsed, and that the Oklahoma Department of Libraries be advised to establish an Oklahoma Teletypewriter Interlibrary System as proposed by Mason Tolman and the Committee. Thus OTIS received its mandate from the librarians and library trustees of Oklahoma.

In April, 1968, the State Department of Libraries placed teletype equipment in four resource libraries, the Oklahoma State University and University of Oklahoma libraries, Tulsa City-County Public Library and the Oklahoma

County Public Library. In addition equipment was leased for ten transmission sites located in the various geographic regions of the state. Four of these were the headquarters of library systems. One was in a state college, Northwestern State College in Alva and one in a special federal library, the U. S. Bureau of Mines in Bartlesville. The remainder were in unaffiliated public libraries of some strength, willing to administer the system for the benefit of smaller, sattelite libraries in their area. (See Appendex for map of OTIS stations and directory of resource and transmitting libraries.) Because it was used very little, the TWX station at Northwestern State College was later discontinued on February 11, 1969. All equipment was linked only to the control station at the Oklahoma Department of Libraries which would poll each TWX machine on a pre-arranged schedule, twice a day. In emergency, libraries could also initiate calls to the Department of Libraries, but could not use the equipment to communicate with each other. A teletype machine was also available at the University of Oklahoma Medical Center in Oklahoma City under the federal Medical Library Program.

The libraries chosen to be transmission sites were asked to commit themselves to the following agreement for the first year of operation.

Transmission Sites agree to:

Accept requests from all libraries in their area eligible to participate under the criteria adopted by the Oklahoma Department of Libraries on the same terms as requests from their own patrons. (See map of transmission site areas and list of counties included in each area.)

Fill requests from their own circulating collection if the materials are not in circulation elsewhere.

Forward requests which cannot be filled at the transmission site to the Oklahoma Department of Libraries, providing the full bibliographic information required in the OTIS Manual and accompanying documents.

Verify all requests when possible in presently owned bibliographic tools and those supplied by the Oklahoma Department of Libraries.

Provide loaned materials free of charge to the user.

Return materials promptly to the lending library, wrapped in the same manner as received and following any special instructions for handling.

Observe any special restrictions on loan of materials imposed by the lending library.

Screen requests before forwarding to the Oklahoma Department of Libraries following standards in the OTIS manual.

Absorb the cost of general office and library supplies needed to make OTIS effective.

Make all financial and statistical reports required by the Oklahoma Department of Libraries and the U. S. Office of Education in connection with the plan.

Maintain total library expenditures and expenditures for library materials at the same level as in the preceding fiscal year, and provide verification to the Oklahoma Department of Libraries in the form of certified reports of library operations and expenditures as required.

Develop a long-range plan with a timetable for bringing the library's materials collection up to national standards, and provide the Oklahoma Department of Libraries and transmission sites with copies of the plan.

Provide one month's notice of intent to terminate participation in OTIS.

In return, the Oklahoma Department of Libraries agreed to:

Fill requests received from Transmission Sites from its own collection, if possible, before referral.

Provide supplies directly connected with the teletypewriter units.

Transmit messages and requests received from OTIS member libraries to Referral Centers and Libraries on TWX when warranted.

Report to Transmission Sites on the status and disposition of each request received from each Site.

Agreements with the four resource libraries (or Referral Centers) provided that they would:

1) Promptly initiate a search for the material requested and report to the Oklahoma Department of Libraries via OTIS the disposition of the request.

2) Forward materials directly to requesting libraries, postage prepaid.

3) Furnish reports deemed necessary by the Department of Libraries, both financial and statistical.

4) Furnish staff and general office supplies and forms.

5) Follow message and request formats as set forth in the OTIS manual.

6) Provide one month's formal notice of intent to terminate participation in OTIS.

7) Inform the Oklahoma Department of Libraries of any difficulties arising in the operation of the System which might jeopardize its success.

On its part, the Oklahoma Department of Libraries promised to:

1) Fill requests received from transmission sites from its own collection, if possible, before referral.

2) Screen requests as set forth in the OTIS Manual.

3) Fully verify requests before referral.

4) Refer, in proper form, screened requests to the proper Referral Center.

5) Provide supplies directly connected with the teletypewriter units.

6) Make grants to cover cost of postage, handling, and will accept collect telephone charges when necessary to fill the request.

7) Transmit messages and requests from Referral Centers to OTIS member libraries and libraries on TWX when warranted.

The remaining libraries of the state were asked to send their requests by mail or telephone to the nearest transmission center. With the aid of the Bibliographical Center for Research in Denver, of which the Department of Libraries became a member in 1968, requests which could not be located within Oklahoma were sent to any library in the nation, or indeed the world. For the users of libraries in Oklahoma, OTIS opened up enormous resources which for practical purposes had been previously closed to them. Every public library, no matter how small, became as large as the world.

Prior to the OTIS Project, academic libraries in the state had not made significant use of collections at the State Library, or in the larger public libraries of the state, nor had they made their own resources significantly available to the general public. Close association had been maintained between the two state universities, for at least six years with an exchange of cards for their public catalogs, a mutual agreement for free photocopying service and courier service between the two campuses (approximately 60 miles apart). The universities had also given preferential treatment to the libraries of the state colleges of Oklahoma. The University of Oklahoma was linked by direct telephone line and courier to its Medical School in Oklahoma City. OTIS made its major contribution to the academic libraries by facilitating borrowing between the academic institutions,and especially by simplifying and speeding up loans between the two state universities for the benefit of their faculty and graduate students.

The preliminary "criteria for participation in OTIS by local libraries" distributed by the Department of Libraries for the fiscal year, 1968, emphasized that the network was intended to provide, in the language of the LSCA Title III regulations, "improved services of a supplementary nature to the special clientele served by each type of library"--that the network was not meant "to relieve libraries of the responsibility for building their own collections,for providing adequate basic library services to their own patrons or to discourage the adequate financing of libraries at the local level.

In general, libraries wishing to participate in OTIS were asked to agree to

1) Provide OTIS services equally and without discrimination to all patrons and file with the Department of Libraries a statement of compliance with Health, Education and Welfare Regulations under Title VI of the Civil Rights Act of 1964.
2) Provide network services without charge to the borrower.
3) Provide such statistical and financial information

to the Oklahoma Department of Libraries as may be needed to meet the requirements of the U. S. Office of Education in Accounting for federal funds expended, and to use in evaluating the program.

4) Make "consistent progress"in developing improved services, materials collections and financial support from local sources.
5) Attend and assist in conducting area OTIS workshops for staff training purposes.
6) Encourage the proper use of OTIS by their patrons and to publicize the service to their own clientele.

Specific criteria provided that the following types of libraries were eligible to participate in the network:

1) Libraries in educational institutions (school, college, university) accredited by a regional or national accrediting agency.
2) Public libraries and library systems which have by January 1, 1969, applied for accredition to the Oklahoma Department of Libraries, or which have filed an approvable plan and timetable for bringing their institutions up to current ALA standards.
3) Special libraries which legally meet the other requirements of OTIS participation.

Libraries considered to be ineligible to share in OTIS were:

1) Church-supported libraries or libraries in church-supported institutions. (An attorney-general's opinion relating to the administration of Title II of the Elementary-Secondary Education Act seems to imply the necessity in the Oklahoma constitution for this prohibition. See Appendix for text of ruling.)

2) Libraries which are not supported in whole or in part by public funds. The regulations indicated that it might be possible to bring these in later under separate agreements.

3) Libraries which do not keep the general criteria set forth above, such as libraries which charge for services; libraries which do not serve all patrons of the community equally and without discrimination; etc.

The Department of Libraries outlined the lending policy of OTIS in ten propositions, indicating that all regulations were tentative, and subject to revision after some experience with the network.

1. The Oklahoma Department of Libraries will accept requests from a transmission site originating either

from the transmission site itself or libraries in its area which qualify for participation as set forth in the criteria.

2. Requests may be in the form of requests for specific titles or for material on a given subject. The Oklahoma Department of Libraries will strive to translate subject requests into title requests or L. C. subject headings before sending to referral centers.

3. Requests for reference information will be accepted by the Oklahoma Department of Libraries when the requesting library and the transmission site library have exhausted their resources. Only serious reference requests that cannot be answered at the Oklahoma Department of Libraries will be sent to referral centers.

4. Only request for printed material will be available through OTIS: requests for audio-visual material (excepting special need Talking Book requests) will not be accepted.

5. The lending library will set policy for length of loan, availability of materials, special restrictions on use, and substitution of photocopy in lieu of loan.

6. The borrowing library, the transmission site library and the Oklahoma Department of Libraries all have responsibility for determining seriousness of the request.

7. No more than 25 pages will be photocopied per request without special arrangements between the lending library and other libraries and individuals involved in the transaction.

8. Materials lent will be sent directly to the borrowing library by the lending library and will be returned by the borrowing library to the lending library as set forth in the agreement for transmission sites.

9. School or public libraries should not request material for routine school assignments such as statewide or national debate topics.

10. Requests which will not be referred beyond the Oklahoma Department of Libraries:

    (a) Genealogical materials not in Oklahoma Department of Libraries.
    (b) Books which are new and in popular demand and which are not in Oklahoma Department of Libraries collection.
    (c) Children's books unless special need (SN) indicated and explained.
    (d) Textbooks, unless the only or best book available in a particular subject area.
    (e) Standard reference books.
    (f) Arco type books.
    (g) Non-serious fiction unless special need (SN) indicated and explained.

Academic libraries chose also to exclude from the network all undergraduates on the theory that interloaning to under graduates

a) Violated the ALA International Interlibrary loan code,
b) service to undergraduates would impose an overdue burden on the university library and,
c) collections in the local academic library were (or should be) adequate to the needs.

The initial announcement of OTIS stated that the cost of the network for fiscal year 1968 would be met from Oklahoma's share in Title III of the Library Services and Construction Act. However, librarians were warned that the federal act requires local or state matching on a 50/50 formula, and that if state funds were not appropriated in future years to pay part of network costs, participating local libraries might be required to assume part of the cost of OTIS, either in kind or in cash.

Library codes, message format and abbreviations were promulgated, along with a method of operation outlined as follows:

1. A potential user of OTIS will request material at his local library. That library will search its collection and if it cannot supply his need will suggest interlibrary loan if the need justifies it.
2. The local library, if other than a Transmission Site, will then contact the Transmission Site. At that library a search will be made. If the need cannot be filled, the Transmission Site will place the request on tape. Both at this level and at the originating library all pertinent bibliographic tools available will be checked to verify the entry.
3. At regular intervals each day, the Oklahoma Department of Libraries will poll the Transmission Sites and automatically pick up the information stored at each site.
4. The Oklahoma Department of Libraries will search its collection in an effort to fill the request. If it

cannot, it will screen the request as set forth in the lending policy and then further verify the bibliographic entry in the National Union Catalog, or Cumulative Book Index if necessary. Following this, the Oklahoma Department of Libraries will forward the request to a Referral Center library (Oklahoma University, Oklahoma State University, Oklahoma County Libraries, or Tulsa City-County).

5. If the material cannot be located in the State, the Oklahoma Department of Libraries will, if desirable, send the request to a library on the TWX network outside the state.

6. Special instructions:

   A. All requests should be completely and accurately described.

   B. Bibliographic description should follow form described under "Message Format."

   C. Subject requests should be as specific as possible and should give age group of borrower, purpose of request, etc., to enable careful choice of material to be supplied.

   D. Reference requests should be specific and set forth in such a way that the answer can be concise, if possible.

   E. Any time a book or serial request cannot be verified, give the patron's source, such as: Memory, TV review, verbal recommendation, O. C. Times review.

Forms were devised which structured TWX messages according to the convention devised at Duke University Medical Center Library (See Appendix). However, the Department of Libraries wisely did as little standardization as possible at the beginning of the project, leaving opportunity for optimum methods to evolve.

Workshops were held in April and May 1968, throughout the state to which all librarians in the area were invited.

To acquaint the public with the new service, an extensive newspaper, radio and television campaign was carried out which won for the Oklahoma Department of Libraries the John Cotton Dana Award in 1969, for the most effective library public information program in the nation.

Now, eighteen months after OTIS was initiated the data is available to evaluate the project, to determine to what extent its policies and procedures are in fact facilitating access to the human record for all the citizens of Oklahoma and whether in fact the network is encouraging coordination of library services and resources.

II

VOLUME, USERS, MATERIALS AND IMPACT OF OTIS

A total of 17,467 requests were transmitted through OTIS between April, 1968 and June 30, 1969. The use has been steadily increasing, with a gain of 19% between the first and second half of fiscal year 1969.

Among the public library transmission sites, the heaviest users were the Western Plains Library System headquartered in Clinton which originated 19% of the total OTIS traffic and the Chickasaw Library System in Ardmore and the Choctaw Nation Multi-County Library System in McAlester, each of which placed 10% of the total requests. If one includes use of OTIS by the Oklahoma City and Tulsa City-County Libraries, the public library systems account for approximately one-third of the total use of OTIS, a statistic which may imply that quality library service is best achieved by library systems.

The University of Oklahoma and Oklahoma State University together accounted for over 19% of the total use of OTIS. In fact, the universities' use of the system in materials requested (largely from each other) more than balanced their contribution to it as resource libraries.

The five resource libraries together, Oklahoma Department of Libraries, Oklahoma County Libraries, Tulsa City-County and the two universities, as users of the system account for 36% of OTIS requests during the last year. The concept that a network tends to operate primarily for the benefit of the weak library would thus seem to be in question, since the strongest libraries of the state are also the heaviest borrowers. In attempting to draw conclusions from the 36% statistic however, one must reflect that almost half of the population of the state live in the support area of Oklahoma City and Tulsa, and that the universities have the concentration of students in the state who are traditionally the heaviest users of libraries.

The increase in interlibrary loan throughout Oklahoma since OTIS is striking, ranging as reported from a gain of 29% to a gain of 2900%. Other factors unrelated to OTIS no doubt influenced this accelerated flow of materials. At Oklahoma State University, for example, the graduate program has grown in the same period, and accounts in large part for the 71% gain in the library loan requests. The unaffiliated public library transmission sites prior to OTIS were not receiving or forwarding requests for their neighbor libraries. Several of the public library systems are new and growing, and the volume of interloan requests reflects the expansion and improvement of small existing libraries within the system area and the reaching of new readers by means of bookmobile stops and other new outlets.

Even giving full weight to these factors however, it seems evident that OTIS has improved significantly the utilization of materials within Oklahoma for the benefit of all of its citizens wherever they live. A comparison of the number of requests for interlibrary loan received at the Oklahoma Department of Libraries in 1966/67 (4,157) and the number of requests filled in the year ending June 30, 1969 (5,769) documents an increase since OTIS of 1,612 items or 38%.

Records are not complete on what percentage of the requests placed upon OTIS originated in the transmission site libraries themselves and what proportion originated in sattelite libraries. Those libraries willing to make estimates were unanimous in guessing that the great majority of their requests came from direct patrons of the transmission library. Library systems of course, did not differentiate between requests received at headquarters library, and those originating on bookmobiles or in member libraries of the system. The number of sattelite library requests filled by the unafilliated transmission site libraries was negligible.

Public libraries were the access point for most users of OTIS as reported by the transmission and resource libraries. However, three transmission libraries report use by school libraries of 13% to 20%. Community College Libraries constituted about 20% of OTIS use from the Oklahoma County Library site. State universities of course made heavy use of the system, and state and private college libraries a lesser use. Only two transmission sites, one itself a special library, the U. S. Bureau of Mines Library in Bartlesville, and the Tulsa City-County Library reported significant use of OTIS by special libraries.

What libraries supplied the material requested through OTIS? The Oklahoma Department of Libraries filled 62%, Oklahoma County Libraries 5+%, Tulsa City-County Library 7+%, (this includes material supplied by the University of Tulsa Library). Oklahoma State University filled 6+% of the requests, and the University of Oklahoma, 6%. The remainder of the requests were filled by the Oklahoma University Medical Library, by miscellaneous academic libraries in Oklahoma such as the Oklahoma City University and Oklahoma Baptist University, by the transmission site public libraries, and by libraries outside the state. The Bibliographical Center for Research in Denver supplied the Oklahoma Department of Libraries with locations for 830 titles between April, 1968 and June 30, 1969.

Major dependence is thus being placed on the collections of Oklahoma State Department of Libraries for the needs of the general public of the state.

In addition to the flow of materials through OTIS transmission sites however, OTIS is also making a major contribution to facilitating the sharing of materials between the two state universities. As indicated in the previous chapter, cooperative arrangements between the two university libraries ante-dated OTIS by many years. For approximately six years, the two universities have been filing each others' cards in their catalogs and have produced a union list of serials. Courier service between the two campuses delivers materials twice a week. WATS telephone lines connect the two campuses and the University of Oklahoma with its Medical School in Oklahoma City. OTIS has contributed to these on-going cooperative arrangements by speeding up and simplifying the process.

Between July 1, 1968 and June 30, 1969, in addition to the 591 items loaned by Oklahoma State University to the libraries of the state, Oklahoma State University received 934 requests from the University of Oklahoma. The University of Oklahoma, in addition to the 549 items which it loaned to the libraries of the state, received 782 requests from Oklahoma State University. In addition the University of Oklahoma Medical Library received 236 requests from Oklahoma State University and 155 requests from its parent campus in Norman.

Thus the major flow of materials through OTIS from the two university resource libraries is to each other, not to the other libraries of the state. A detailed analysis of the TWX records for September-October, 1968 (see Chart in Appendix) further emphasizes this point.

Of the 132 items loaned by Oklahoma University in this period, thirty-one went to the University Medical

Library, sixty-five to Oklahoma State University and only thirty-five to other libraries in the state.

Of the seventy-six items loaned by Oklahoma State University thirty-eight went to the University of Oklahoma.

The primary supplier of materials to the public libraries of the state continues to be the Oklahoma Department of Libraries. Of the 561 items supplied within the state during this period, the Oklahoma Department of Libraries supplied 262.

However, although the two universities supplement each other's collections, they are not self sufficient either alone or together, since their combined collections total only about two million volumes.

On another analysis made of all requests received through OTIS for the University of Oklahoma in June, 1969, the following picture emerges:

> 119 requests were received and forwarded to Oklahoma State University
>
> Sixty-nine were filled and ten are still pending. Thus 57% were filled within the month and 66% will be filled eventually by Oklahoma State University
>
> Four were filled by Oklahoma University Medical School
>
> Seven were filled by the Oklahoma Department

of Libraries and Tulsa City-County Library

Two requests were cancelled at the request of users and

Twenty-seven requests (22%) were returned to the University as not available in Oklahoma

These twenty-seven requests could have been forwarded by TWX for location to the Bibliographical Center for Research in Denver had the University wished it. This Center to which the Oklahoma Department of Libraries has access as a member maintains a union catalog of the Mountain Plains area to which it is presently adding cards for over 65,000 titles per year from eighty-three libraries. Its total data bank is over five and one-half million cards, in addition to an extensive collection of bibliographical tools to locate material whether it be in the region or indeed in the world.

The Oklahoma Department of Libaries has TWX access to the Bibliographic Center and in the past has used it for the benefit of the university libraries as well as the other libraries of the state. A study of the Bibliographic Center now on-going will document the average length of time required by the Center to respond to location requests.

At the beginning of the OTIS project, in March 1968, the Oklahoma Department of Libraries wrote to all libraries listed in the most recent TWX directory asking whether it would be within their inter-library loan policy to lend materials to Oklahoma libraries if requested by teletype. Affirmative answers were received from thirty-eight libraries (see Appendix), thirty-six of whom were willing to lend freely upon receipt of a TWX request; two of whom offered to respond only to requests for photocopied material. Among the responding libraries were:

> Five State libraries (Arizona, California, Indiana, Nebraska and Wisconsin),
>
> Twenty public libraries and public library systems, including two of the New York State Library Systems, and such outstanding libraries as Omaha, Nebraska, Kansas City, Missouri and Pittsburgh, and,
>
> Ten academic libraries including the great collections of Yale, Indiana University, John's Hopkins,
>
> Several special libraries such as New York Academy of Medicine and Union Theological Seminary also agreed to open their resources.

Who are the individuals using OTIS? Records kept by the transmission site libraries are sketchy in this regard, and requests frequently did not categorize the user, except as student or adult.

In our effort to gain some insight into the question of users, detailed analysis was made of all teletype messages received at the Oklahoma Department of Libraries during September-October of 1968. These months were chosen as a period of relatively heavy use, providing enough volume to allow significant comparison and analysis. 798 requests were received during the period analyzed (See Appendix).

The educational enterprise is clearly one of the major beneficiaries of OTIS. The total of college and university faculty (108), plus elementary and secondary teachers (72), plus graduate students (86), plus undergraduates (55), plus high school students (34) adds up to 352 users, or 44% of the total use. Almost without doubt there are additional young people and adults among the 313 essentially unidentified users who requested materials to aid them in some form of formal education.

Although OTIS is used almost entirely for the benefit of faculty and graduate students at the two university sites, and at the Oklahoma University Medical

Library, it also serves the educational community from the public library sites. Service to college undergraduates accounted for 48% of the use of one site. At another, the total use by teachers, college undergraduates and college faculty amounted to more than one third of the total use.

Professional people, including doctors, hospital personnel, a geologist, engineers, writers, research workers, state and federal government employees, teachers, faculty, librarians were identified as users in 268 transactions, or 33 percent of the total. Again, one assumes that there are many professional persons included in the uncategorized adults.

Business men as users, specifically, were identified by only four libraries. However, two transmission centers also indicated requests from special libraries, one in a single request, another in nineteen requests, or 39% of the month's transactions.

In the standardization of record keeping which will be discussed in a subsequent chapter recommendations will be made to insure more facts on who uses OTIS since this is important information in planning future services.

What are the materials being requested by the users of OTIS? Guide lines promulgated by the Department of Libraries at the beginning of the OTIS project had discouraged requests for children's books, best sellers, geneology or material for routine high school assignments (the latter because it was felt that the network did not lend itself to the short time span of most high school assignments). In general however, the initial guide lines had been broad, placing responsibility for judgement on the local librarian about what should be placed upon the network.

An analysis of the 798 requests transmitted during September-October 1968 revealed the following information about material being requested.

Books are overwhelmingly the major type of material being requested over OTIS wires. During the period of analysis, 472 books were requested, by title, which is 61% of the total volume of requests. The various sites ranged from 20% to 90% of requests for books in relation to total material sought. In the public library sites, the median percentage of book requests was higher--74%. The demand for books may reflect the fact that there are in Oklahoma only about three and one-half million books.

Serials accounted for 20% of the total requested, a median of 13% from all of the transmission sites. Three sites requested no serials during the period analyzed. The median average for serial requests in the larger resource libraries is significantly higher than in the public library transmission sites--31.5%, in contrast to a median of 7.5%. This lack of demand for access to serials where most of the new ideas are may reflect a lack of indices to periodicals available to the users of public libraries in Oklahoma. It may be that the Department of Libraries and the State Department of Education should consider a coordinated program to place periodical indices in the schools and public libraries of the state. The lack of demand for periodical literature may suggest an emphasis in future public information campaigns about OTIS. The fact that photocopying is not free may also discourage requests for serial literature.

Although the network did carry some requests for trivia, some requests for material available in paperback, the purchase of which may well have cost less than the expense of the TWX message, never the less, most of the material requested was of a surprisingly serious nature. The decision of the system's planners to be as unrestrictive as possible, and to rely upon the judgement of the librarian at the access point to decide what to request appears to have been wise. A significant number of the 1544 requests received in the last year which were cancelled represent substandard material which should never have been requested although also included in this group are dissertations not available, geneology, obscure titles which could not be verified and requests which were cancelled because the patron could no longer wait for the material.

That OTIS has in fact encouraged the flow of materials among the libraries of Oklahoma, and that it has opened resources both within and outside the state to the citizens who need them seems evident from the facts as outlined above.

Of the ten public libraries transmission and resource sites, six indicated that OTIS had definitely brought new patrons to the library, although exact documentation is impossible. These new patrons were usually professional people who had not previously expected the local library to meet their needs.

Oklahoma County libraries, for example, estimated that OTIS may have brought them as many as 500 new borrowers, "special students and business men, attorneys, geologists, Indian lore specialists, artists, muscians, actors, theatre and television producers, college and secondary teachers, doctors and nurses." In answer to the question, "has OTIS changed the kind of request you receive from your patrons," Oklahoma County Library responded, "There have been more specialized requests which we were unable to fill before, such as a student from Oklahoma University who had sixty-five requests for materials on impressionist artists and poets for a paper to qualify for the President's Honor Program. We filled all of his requests, some from as far away as the British Museum--we could not have done this before OTIS."

The majority of libraries felt that OTIS had raised the level of expectation of their patrons who were now requesting a much wider range of materials and that they could satisfy requests more rapidly than before. The U. S. Bureau of Mines Library reports that its patrons are now asking for some un-technical material, such as books on retirement and art, in addition to the usual scientific material and that the location service available through OTIS has speeded up interlibrary loan from libraries outside the state by eliminating the previous "trial and error" approach.

The effect of OTIS upon book selection was one of the most significant findings of the study. With the exception of the two universities and the Bureau of Mines Library, all but two of the transmission and resource libraries indicated that OTIS had given them a better insight into their own patron's needs and interests, and that it had resulted in an effort to strengthen the range and depth of their local collections. The fear, often expressed, that networks tend to encourage weakness in local libraries, by promising to provide for all or most needs from another source, is not born out in the Oklahoma experience. On the contrary, OTIS is leading to more use of local libraries, more articulation of need by local citizens and better local collections.

There is however, no evidence that OTIS as yet has led to the coordination of book selection either among the public libraries of the area, or among the public, school, academic or special libraries of the region.

The majority of public libraries responding to the questionnaire did feel that OTIS had led to closer relationships between public libraries, and between libraries of all types in their areas. Examples sited were the experience of attending workshop meetings called by the Oklahoma Department of Libraries to introduce OTIS and informal contacts incidental to forwarding requests.

III

RECORDS AND PROCEDURES

At the beginning of the OTIS project, transmission sites and resource libraries, as well as the other user libraries were given very little direction on what records to keep. A "Traffic Training Manual" was provided by Southwestern Bell Telephone Company with information on how to operate the equipment, abbreviations and message format. Message format was to follow the conventions recommended in Warren Bird's "Standards for Medical Library TWX Communications."

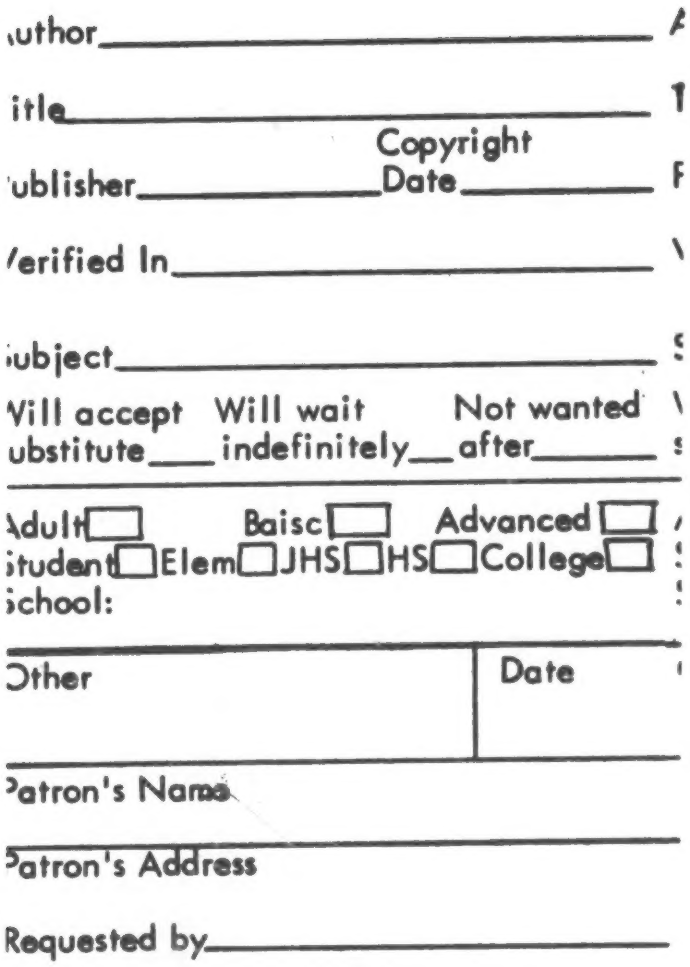
Now that the libraries of Oklahoma have gained some experience with OTIS, the time seems ripe to standardize procedures and record keeping in order to insure that essential information is gathered, that errors are minimized and that the mechanics of administration are as simple as possible.

The Bird message formats are not always being observed. Abbreviations are not always used consistently--for example, the codes ODL and OK are used interchangeably for the Oklahoma Department of Libraries. It is recommended that the Department of Libraries provide all transmission sites and resource libraries with copies of the *Teletypewriter Enchange System for Interlibrary Communication*, published by Warren Bird (copyright, 1968), and follow these nationally accepted formats exactly.

Transmission libraries are almost unanimous in their desire for help in standardizing and simplifying records. Some of them are presently keeping records which overlap and repeat each other. All libraries find the teletype message copy difficult to organize. Information about the patron necessary in order intelligently to fill his request or to substitute for it is frequently not being gathered. Transmission libraries need records which will enable them to identify requests both by author or title, since this is how the user thinks about his request, and by OTIS transaction number since this is how the interlibrary loan office of the Oklahoma Department of Libraries must refer to a request. Every transmission library must therefore keep a dual set of records, one of which must become the basic, complete record, but it should not be necessary to keep more than two records, nor to retain any records for more than a year since monthly reports from each resource and transmission site library and the basic TWX records are kept at the Department of Libraries.

The basic document now in use is a 3 X 5 card, "OTIS Interlibrary Loan Request," which is distributed by the Department of Libraries to all public libraries. Although the size and card stock of this form make it easy for libraries to file and forward to the transmission sites, it does not provide space for enough information, and when multiple copies of a request are needed (i.e., when the sattelite library wishes to retain a copy for its own records) the stock does not lend itself to carbon copying.

It is recommended therefore that the "OTIS Interlibrary Loan Request" form be superceded by four 5 X 7" color coded forms, for requesting books, serials, films and subjects. It is further recommended that these forms be printed with two carbon interleaves, and that the original or first copy be printed on stock firm enough so that it can be filed, and refiled as a basic record by the transmission site library. Samples of the four recommended forms follow. The 5 X 7" size was chosen because this is the standard TWX message. It appears inevitable



Author________________________

itle________________________

Publisher____________ Copyright Date__________

Verified In________________________

Subject________________________

Will accept ubstitute___ Will wait indefinitely___ Not wanted after______

Adult ☐ Baisc ☐ Advanced ☐
Student ☐ Elem ☐ JHS ☐ HS ☐ College ☐
School:

Other	Date

Patron's Name

Patron's Address

Requested by____________________

OTIS Interlibrary Loan Request

OTIS INTERLIBRARY LOAN BOOK REQUEST

(white)

Transaction # ____ Call # ____

Author ____

Title ____

Publisher ____ Copyright Date ____

Will accept substitute /____/ Will wait Indefinitely/____/ Not wanted after /____/

Student /____/ H.S. /____/ College /____/ Graduate /____/ Extension Student

/____/ Faculty /____/ Teacher /____/ Businessman /____/ Other Professional Worker /____/ Gov't.Worker /____/ Wife

Patron's Name ____

Address ____

/____/ Date Requested /____/ Date Transmitted /____/ Date Sent /____/ Date Due /____/ Date Returned

Requesting Library ____ Name

Address ____

Supplying Library ____

OTIS INTERLIBRARY LOAN BOOK REQUEST

that the convenience of the 3 X 5 card must be sacrificed since it cannot be made to contain enough information.

The new OTIS Interlibrary Loan Book Request form would be used as follows:

1) When the patron enters the network the requesting library fills out the request form, sends copies 1 and 2 to the transmission site library and files number 3 copy in a "Request Pending" file, by author until the request has been filled. When the book is received, the sattelite library enters the due date and supplying library, and then files by author under the due date. When book is returned, the sattelite library enters the date of return and files copy 3 in a "returned" file for one year. When the transmission site library receives the request (copy 1 and 2) they
2) Check in the Transmission Site Catalog. If the book is found, the call number is added in the upper right-hand corner, the due date and date sent is recorded. Copy 2 of the form is inserted in the book and mailed or delivered to the requesting library. Copy #1 is counted at the end of the day--(a daily record, is compiled monthly and should be kept of the number of

requests filled at the transmission site library). Copy 1 is then filed in an interlibrary loan charge file by author behind due date. When book is returned, destroy Copy 1.

If the book is not found in the Transmission site catalog, verify and record source of verification and transmit request via TWX.

a. Add transaction number and date transmitted.

b. File Copy 1 and 2 under author in "Request Pending" file.

c. When report is received that book has been sent, fill in sent date and supplying library and file Copy 1 in "Request Filled File" by author under month of sent date. Use Copy 2 to notify borrowing library.

d. At end of month count requests filled and interfile for one year by author.

3) File TWX requests in folder by current month, by transaction number. At the end of one year, discard.

4) At end of month record statistics for requests transmitted and send to Oklahoma Department of Libraries.

Requests for serial and films should be handled essentially as the title requests. Requests for subjects may be treated as follows:

1) When the patron enters the network the requesting library fills out the subject request form, sends copies 1 and 2 to the transmission site library and files copy 3 in "Requests Pending" file, by subject until request has been filled. When material has been received enter due date and call numbers and file by subject under due date. When book is returned file in returned file by author for one year. At the end of the year, analize request file for duplicate requests which should be purchased for local collections and discard. When the transmission site library received copy 1 and 2 they,
2) Check in the transmission site catalog. If the request can be locally filled, add call number(s), author(s), and title(s), sent date and due date. Insert copy 2 of form with books and mail or deliver to requesting library. Interfile copy #1 of form in the "Interlibrary Loan Charge File" after counting. When book(s) is returned destroy copy #1.
3) If material is not found in transmission site library, transmit request via TWX.
    a. Add transaction number and date transmitted to

copy 1 and 2 of form.

b. File under subject in "Request Pending"file.

c. When report is received that book(s) has been sent, fill in sent date, supplying library, author(s), title(s), call number(s) and interfile in "Request Filled" file by author under the month of the sent date.

d. Continue procedures as in title form.

It is recommended that somewhat expanded information be provided to the Oklahoma Department of Libraries according to the following monthly report form. This form reflects the fact that it has been difficult to evaluate the impact of OTIS, and its cost-benefit because information has been gathered so sporadically on use patterns.

OTIS INTERLIBRARY LOAN SERIAL REQUEST

(pink)

Transaction #__________

Title of Journal__________________________ Volume__________ Date________
Author of Article ____
Title____
Pagination__________________________________
Verification of Source ____

Will accept substitute /_______/ Will wait Indefinitely/________/ Not wanted after /______________/

Student /________//________//________/ /______________/
H.S. College Graduate Extention Student

/_________/ /_______/ /____________/ /______________/ /_________/ /___/
Faculty Teacher Businessman Other Professional Worker Government Worker Wife

Patron's Name ____
Address ____

/_____________/ /_______________/ /________/ /_______/ /____________/
Date Requested Date Transmitted Date Sent Date Due Date Returned

If Xeroxed: No. Pages_________________ Cost___________________
Requesting Library____
Address ____

Supplying Library ____

OTIS INTERLIBRARY LOAN SERIAL REQUEST

INTERLIBRARY LOAN FILM REQUESTS

(yellow)

Transaction #__________

Title of Film____
Verification of Source_____________________________________
Dates needed (if alternatives, list in priority order)__________
____

For showing to /__________/ /__________/ /__________/
H.S.Class Elem. Class Other(specify)

Will accept substitute_____________________________________
Patron's name ____________________Title ___________________
Patron's address____

/__________//__________//__________//__________//__________/
Date Requested Date Transmitted Date Sent Date Due Date Returned

Requesting Library:____________________ ____________________
Name Address

Supplying Library:____________________ ____________________
Name Address

INTERLIBRARY LOAN FILM REQUESTS

OTIS INTERLIBRARY LOAN SUBJECT REQUEST

(green)

Transaction # Call #s ____________

Subject ______________________________ ____________

______________________________ ____________

Basic Level /____________/ Advanced Leven /____________/

Student /________//________/ /________/ /____________/

H.S. College Graduate Extension Student

/______//______//__________//______________//____________//____/

Faculty Teacher Businessman Other Professional Worker Government Worker Wife

______________________ ______________________

______________________ ______________________

______________________ ______________________

Author(s) Title(s)

Patron's Name ______________________

Patron's Address ______________________

/____________/ /______________//__________/ /________/ /____________/

Date Requested Date Transmitted Date Sent Date Due Date Returned

Requesting Library ______________________

Name

Address ______________________

Supplying Library ______________________

Address ______________________

OTIS INTERLIBRARY LOAN SUBJECT REQUEST

OTIS

Monthly Statistics Farm

(Please mail to Oklahoma Department of Libraries
on the 15th of each month)

Name of Library________________________ Month________ Year_____

Materials Borrowed Through Interlibrary Loan

Total Requests________________________
Number Filled by Area Libraries ______________
Number Filled Through OTIS ________________
Number Cancelled or Not Available ____________
Number Filled by Out-of-State Libraries___________

Material Loaned:

Books and Other Printed Material_____________
Films _______________________________
Xeroxed Pages ________________________

Users: (To be counted only in Jan, Apr. Oct. and July)
Faculty ___________ Teachers ___________
Businessmen__________ Other Professional
Government Workers ___________
- Workers __________ Housewives___________

Others (Specify) ____________________

Students: High School ________ College ________

Graduate__________ Extension__________

Library Users (Other than Transmission Site)

Name of Library	Frequency Used

IV

CLOSING THE TIME GAP

One of the basic criteria for any interlibrary loan system is that it provide its patrons with rapid, dependable service.

Every transmission and resource library, as well as the sattelite libraries interviewed expressed the desire that OTIS requests could be filled more speedily. There was general agreement that service had quickened after the confusion of the beginning weeks but a widespread intuition that it might be further improved.

In an effort to discover exactly what delays were being encountered, intensive analysis was made from the log books maintained at the State Library. Information was compiled on how long it took each resource library to fill all requests referred to it, and why delays occurred when they did.

The analyses revealed that 275 requests or 39% of all requests received in January, 1969 were filled the same day. The majority of these were filled at the Department of

Libraries, although thirteen were filled at the Oklahoma State University, ten at Oklahoma University Medical Library and a few at the other resource libraries. Forty-nine per cent of all requests were filled within three days, 73% within eight days, 80% within two weeks and 90% within one month.

A similar analysis made of 654 requests received through OTIS in October, 1968, revealed that only 24% of all requests (159) were filled within the same day, 44% within three days, 68% within eight days, 72% within two weeks and 83% within one month. These figures confirm the opinion of OTIS users that service is improving.

It is understandable that the 10% of requests which are not filled promptly loom large in the minds of OTIS users. Of the 71 requests delayed over one month in January, 1969, the great majority, 59, were eventually filled by the Oklahoma Department of Libraries. An analysis of these requests indicate that 38 titles had been placed on order. The majority of these (22) required at least two months to fill, ten of them over three months. This would tend to suggest that procedures to speed the acquisition and processing procedures at the Oklahoma Department of Libraries would do much to speed the filling of requests.

Ten of the requests, delayed from six weeks to two months were for books in circulation from the Department of Libraries, a situation which suggests that a greater duplication of copies of some material would be desirable if the budget permitted.

A few of the requests were delayed because transmission sites did not respond rapidly to queries for additional information. Fuller information taken from the user at the beginning, as recommended in the previous chapter would help to alleviate this problem.

The records as presently kept do not show how long it is taking for requests to get from satellite libraries, where patrons enter the network to the transmission site libraries, or how long they are delayed at the transmission sites before being referred to the Department of Libraries. Of the seven transmission site libraries who estimated the average time between when the patron made his request at the sattelite library and when it was forwarded to the Department of Libraries, three estimated one day, three estimated two days, and one a week. If these estimates be correct, an effort to handle all OTIS requests within twenty-four hours, both by the Department of Libraries, the resource and transmission site libraries would also help to close the time gap.

Although none of the requests delayed more than one month in January, 1969 were filled out of the state, there was some feeling, especially on the part of the university interlibrary loan offices that location requests addressed to the Bibliographical Center for Research were slow in being filled. Although the Center acknowledges that staff shortages caused them to lag behind as much as three weeks during some winter months of 1968/69, the evidence now is that most queries for location are answered within twenty-four hours, especially if the citations have been properly verified.

One transmission site is creating delays for its satellite libraries by asking that all materials be sent to the system headquarters, rather than directly to the library where the request originated. Correcting this practice could speed the process by a few days.

Although the general impression is that OTIS has speeded interlibrary loan in Oklahoma, no library has records adequate to document this assumption. It does seem clear that OTIS' record of performance is quite good, and that it could be improved.

V

COST OF OTIS

Having attempted to assess in preceeding chapters what the benefits of OTIS have been, the question remains, "What does OTIS cost?"

In the fiscal year 1968/69, 11,308 requests travelled over OTIS for the benefit of the general public in Oklahoma of which 1221 were not filled. In addition 2996 requests were referred between Oklahoma State University, the University of Oklahoma and the University of Oklahoma Medical School, and 211 requests were placed for the benefit of state government employees. Thus, a total of 14,515 requests were transmitted over OTIS.

Major costs of the program were met with federal funds under the Library Services and Construction Act Title III. In 1968/69 the Oklahoma Department of Libraries actually expended $47,815.79, of which $8,778 was state money. The largest expenditures were for salaries to maintain the inter-library loan unit at the Department of Libraries which is the heart of the network, the remainder were for message costs, equipment rental, supplies and other miscellaneous expenses of the network, including a fee of $5,000 for membership in the Bibliographical Center for Research, Rocky Mountain Region, in Denver. This membership entitles all libraries in Oklahoma, through the Department of Libraries, to unlimited teletype or mail access to the five and one-half million item data bank locating library resources in eighty-three libraries in a dozen states.

In the original plan as proposed by Mason Tolmon, payments were to have been made to the four resource libraries to enable them to meet the cost of additional personnel. Actually funds have not been available for grants to these libraries although a contribution in kind of $20,778 has been estimated as a part of local matching required under the Library Services and Construction Act. This in-kind contribution estimates the value of space and personnel made available by the resource libraries.

In an effort to identify what OTIS is actually costing the resource libraries, each was asked to estimate their personnel time, clerical and professional, with hourly rates and any other costs for OTIS. The result of this inquiry is detailed in the appendix, and totals $15,396. Unit costs per OTIS request filled vary from $2.00 per request, as estimated by Oklahoma State University, to $6.72 by Tulsa City County Library, to $9.68 as estimated by Oklahoma County Libraries, and $10.32 per request filled as estimated by Oklahoma University. Unit cost per query (whether or not filled) likewise varies from a low of 88¢ by Oklahoma State University to a high of $3.68 by the University of Oklahoma.

Effort was also made to assess the cost of OTIS to the transmission site libraries. Although accurate records were not available, five of the ten transmission site libraries attempted to estimate cost. Total weekly estimates varied from $4.32 to $96.80, or, a unit cost per request transmitted, from $1.05 to $6.05. If an average of these widely variant unit costs were used, ($2.73), and applied to the 9,412 requests received from the eight transmission site libraries, an additional $25,695 would need to be added to the OTIS costs. This would bring the total cost of OTIS in 1968/69 to:

Department of Libraries	$47,816
Resource Libraries	15,396
Transmission Site Libraries	25,695
Total	$88,907

Using this total figure, the unit cost for the 14,515 requests transmitted over OTIS would amount to $6.12.

If one uses instead the actual expenditure figure of $47,816 and does not take into account the contributions in kind of the resource and transmission site libraries, then the unit cost of OTIS could be estimated at $3.29.

Using the Oklahoma population figures of the 1960 census (2,328,234), the actual cost of OTIS during 1968/69 was approximately 2¢ a person--a bargain indeed for a system which can bring research resources from all over the world into Oklahoma.

VI

PROBLEMS

In general, there is widespread satisfaction, even enthusiasm among the librarians of Oklahoma about OTIS.

All resource and transmission site libraries responding to the questionaire and in conversation with the researcher recommended that OTIS be continued. The following answers from the Oklahoma County Libraries is typical: "Definitely [OTIS should be continued]. OTIS has brought libraries all over Oklahoma together. They now have a broader range of material to choose from. The libraries are able to give better service to their patrons because of OTIS."

That OTIS has achieved, or at least begun to achieve its primary objective of making available all of the library resources in Oklahoma to the citizens who need them is clear from the evidence detailed in the previous chapters. It is also clear that there are many potential target groups of users who are not yet sufficiently included in the network. Among these are:

1) High School Students: The present regulations make ineligible requests for "routine school work" and seem to limit use of OTIS to the special needs of the exceptional student. Although there is record of OTIS use by both students and teachers, and although high school librarians were invited to the OTIS workshops held in the Spring of 1968, this target group has not really been reached and there is uncertainty in the minds of the public librarians of Oklahoma about whether they should be reached. It has been pointed out that school assignments have time limitations which are impossible to meet. There is some concern that effective access to reference and research resources all over the state might inhibit the already retarded development of school libraries. (This argument could as well be advanced against the use of OTIS by public libraries. The evidence is that most extensive use of the network is by the best libraries of the state, and that its effect has been to stimulate the improvement of collections.) Active encouragement of use by high school libraries brings up the thorny question of local school-public library relations. Should the school librarian as a matter of standard operating procedure forward her OTIS

requests to the local satellite public library, which in turn would forward it to the transmission site? Would the advantage of sometimes finding an item locally outweigh the time loss for the patron in this circuitous route? Perhaps no general answer can be found for this question, which needs to be worked out locally. If the high school is located in a town with a transmission site library, requests should automatically be filled at this local public library if possible. If, however, the high school is located in a town with no public library, or a very weak one, it seems reasonable that requests be mailed or telephoned directly to the nearest transmission center. If one keeps in mind that the primary purpose of OTIS is to make available to every Oklahoma citizen whatever library materials he needs, as expediteously as possible, it becomes easier to make procedural decisions.

Oklahoma is developing some district-wide instructional materials centers with resources that the general public or college (even graduate) student may draw upon. Some school libraries may well become a local resource which the public library should tap before requesting materials through OTIS.

Realistically, if OTIS could provide effective access to wider resources than are currently available to high school students, the quality of education in Oklahoma would be directly improved. With the help of the Consultant Staff at the Department of Libraries and the Coordinator of Library Resources at the State Department of Education, arrangements should be worked out on the local level for the most rational approach to OTIS by high school students. A vigorous program of education about OTIS and its reasonable use for high school students and teachers should be undertaken as a high priority activity.

When to enter OTIS might well be left to the judgement of the high school librarian, or teacher if there is no librarian. Requests filled should be sent directly to the high school library.

2) Undergraduates and Community College Students: Although there is some evidence of use by these groups, specific effort has not been made to draw college students into the network, although potentially they should be among its heaviest users. Here there is a major philosophical difference of position between public and academic librarians. Academic librarians adhere to

the international inter-library loan code, recently reaffirmed, which would limit inter-library loan requests to faculty and graduate students on the theory that the local college or university library should be able to meet the needs of its undergraduates. Public librarians agree that the local college or university library should aim to meet most of the ordinary needs of their students (at all levels), but that undergraduates are citizens who have a right to seek materials as widely and freely as they please, and that libraries, within reason, should attempt to facilitate their access to whatever they need or want. This difference in viewpoint is not confined to Oklahoma, but enters the picture whenever state-wide networks are being planned which include public and academic libraries. In Oklahoma, librarians are uneasily aware that undergraduates, refused access to OTIS at their academic libraries are entering through the back doors of their local public libraries. Academic librarians find themselves in the strange position of being willing to serve a housewife, or the owner of a corner gas station (categorized as a businessman) but refusing to consider the requests of their own undergraduates. An effective state-wide network cannot in the long run accomodate these two points of view, and Oklahoma is a case in point. If vigorous effort is made to include students of the state colleges, the community colleges and the private colleges of the state in OTIS, the question must be resolved.

Most of the college libraries in Oklahoma are far below ALA standard. The question raised above about whether facilitating access to materials outside the college library will inhibit the development of local resources is also germaine here. At present we do not have sufficient evidence to support or deny the proposition, although the experience of OTIS would tend to deny that connecting libraries with other resources tends to weaken the local library.

3) Students and Teachers in Private, Church Related High Schools and Colleges: OTIS regulations specifically exclude these from the network on the assumption that serving them would be contrary to Oklahoma's state constitution. No doubt some individuals from these schools are entering the network as individuals in local public libraries. The University of Tulsa has actually contributed materials to the network at the invitation of the Tulsa City-County Library,

as does the Oklahoma Baptist University and Oklahoma City University. Since these students and teachers are prime potential users of the network, and citizens, their inclusion in the network should be explored with the State Attorney General.

4) Doctors and Other Health-Science Personnel: A few doctors have placed requests through OTIS, and one of the transmission sites mentions personnel of a local V.A. hospital as some of their new patrons since OTIS, but in general OTIS has not yet exploited for the benefit of medical personnel in the state its TWX connection with the Oklahoma University Medical Library.

The Medical Library in May, 1969 began a three year federally financed program to bring medical information to the physicians and other health personnel of the state. Present arrangements are that eligible personnel may telephone the Medical Library directly to request specific material or a literature search. In at least one state where this medical library program is being carried on, doctors are encouraged to enter the network through the TWX in their local public library. It is recommended that the Department of

Libraries work with the director of Oklahoma's statewide medical program to articulate OTIS with the medical network, at least on a pilot basis in one transmission site.

5) Local Municipal, County and State Government Personnel: Only one transmission site library identified local government personnel as significant users of OTIS. Since the Department of Libraries has a strong collection in government, and since most government officials need specific information rapidly available, OTIS might well be adapted to their information needs. The Department of Libraries should work with local public librarians to devise ways to bring OTIS to the attention of government officials.

Most of the libraries responding to the questionaire indicated that OTIS needed more publicity to acquaint librarians as well as the general public with the potential of the service. This general recommendation together with the above recommendations relating to specific target groups, if implemented, would increase the volume of OTIS use. This raises a series of questions:

1) Is the present equipment being used to full capacity?

The answer is no. It has been estimated that the present equipment might carry almost double its present load. The equipment lines from Western Plains Library system now carry almost fifteen times more traffic than the equipment at the U.S. Bureau of Mines Library in Bartlesville. Since part of the cost of the program is, of course, equipment costs, maximum use would be economically desireable and would reduce the unit cost of OTIS transactions.

2) Could the present personnel assigned to OTIS absorb substantially increased work loads?

The evidence is that the resource libraries, especially the two universities are already finding OTIS a burden and that the small staff at the Interlibrary Loan Center at the Department of Libraries would not be able to absorb significantly increased work loads. The streamlining of records suggested in a previous chapter would simplify OTIS administration in the transmission site libraries but make little difference at the central switching point. Overloading staff would lead inevitably to lengthening the time span for the handling of requests.

3) Can the resources of the state accomodate heavier use?

This question is not as simple to answer as a question about equipment or personnel. Certainly, a heavier use of serial literature supplied by photocopy would be feasible. Certainly the increased use of seldom used, unique material would be possible. However, the bulk of the material being requested now is of a semi-popular public library type on late high school or college level, already in medium if not heavy demand. As has been indicated in the chapter on delays, most of the long waits for material are for items either on order or in circulation. Substantially increased use of materials in the resource libraries may need to be considered within the framework of adding to the range, depth and duplication of the public library collections of Tulsa and Oklahoma County Libraries and the Department of Libraries. Joint planning to build supplementary resources between the Tulsa City-County, Oklahoma County Libraries and the Department of Libraries might well be an important first step toward the coordination of library resources anticipated as a fringe benefit of OTIS.

The question of personnel and resources relates to two other serious questions which must be resolved in Oklahoma, as indeed in most states. What is the obligation of the Department of Libraries towards the improvement of academic library service in the state--specifically toward the improvement of library service in the two state universities, and what is the obligation of the universities to share their library resources with all the citizens of the state?

Directors of the university libraries feel that their primary responsibility is to their own faculty and students, and that the volume of OTIS use is such that their service to their major clientele is in danger of being diluted. In this situation they understandably question their obligation (or right) to use university funds to serve the needs of the general public of the state by responding to OTIS requests without reimbursement.

However, as has been detailed in previous chapters, the major use of the TWX equipment by the two universities has been for referring requests to each other. This is not to imply that their resources are not important to the general citizens of the state. Although the number of requests they filled were only about 12% of the total number filled during the year by the system, nevertheless these 1,040 items may well have been the most seriously needed materials supplied. Compensation to the universities, however, must be considered within the framework of their own use of OTIS.

Although the state universities believe that their obligation to serve the general public of the state is limited, they do feel it is in the best interest of their academic communities to coordinate the collections of the two universities and to make them as available as possible. Both universities stated in the questionaire returned during this study that OTIS had in fact speeded the inter-loan service between the three campuses. Both used OTIS heavily to communicate with each other, using approximately fourty-five minutes each of machine time each day.

Including the two universities as OTIS transmission sites cost the state in 1968/69 approximately $3,451 (equipment rental @$1,116 for Oklahoma University, $1,085 for Oklahoma State University, $250 for supplies, and $1,000 in personnel time). Using the University of Oklahoma's estimate of $10.32 per request filled, this amount would equal the reimbursement for 334 requests. Using Dr. Rouse's more modest estimate of $2.00 per request filled, $3,451, the cost of the teletype equipment would reimburse for 1,725 requests filled.

If the universities chose to install their own TWX system between the two campuses, assuming that a WATS line was available to them, the cost for equipment rental and line charges alone would be $1,221 each. With this equipment they could communicate only with each other, not with the medical campus in Oklahoma City nor with the Department of Libraries, nor with libraries outside Oklahoma. If a WATS line is not available to them the cost would be considerably higher.

If the two universities wished to install TWX equipment which would enable them to cummunicate not only with each other, and with the Medical Campus, but also with the hundreds of major libraries with similar equipment throughout the country, the cost would be approximately $8,956 the first year, and $8,796 (excluding message costs) in subsequent years.

The resource libraries presently can have access to out-of-state libraries through the Department of Libraries teletypewriter equipment and to the location services of the Bibliographical Center for Research.

Although conclusive studies have not been published about the average number of searches which must be made before an item is located for inter-library loan, the cost of locating is unquestionably a factor which might be saved by the state universities if they chose to avail themselves of the priviledges they have under the umbrella contract which the Department of Libraries has negotiated with the Bibliographical Center for Research.

No network can survive if its resource libraries do not get from the network at least as much as they contribute to it, whether the payment be in kind or in dollars. Before the balance can be assessed for the university resource libraries in Oklahoma, the further question needs to be answered about what obligation the Department of Libraries has toward improving the services of the universities to their own students and faculty. If one takes the position that the state library's role is to supplement local library service (whether academic, public or school) and to enable local libraries to do together (on a state-wide basis) what they cannot do alone, then it follows that the service which the primary patrons of each resource library get as a result of OTIS must be weighed against the service which the resource library is providing to users outside their own community.

Pragmatically, if OTIS is to continue its present growth trend, more personnel time and probably some extension and duplication of resources must be provided, both at the Department of Libraries and at the resource libraries. As a first step to approaching the state legislature for additional funds for this purpose, each resource library should begin to gather exact time and cost figures. A discrepency in unit cost between $2 and $10 for two universities in the same state, less than one hundred miles apart, providing the same service at approximately the same volume would be hard to explain to an appropriating body. Once exact figures have been reached, it is recommended that the Department of Libraries together with the resource libraries and the Oklahoma Library Association propose legislation and/or a line in the Department's budget to enable an equitable payment to be made to resource libraries, probably based in some formula using the number of requests referred and filled.

The study has revealed very little use of OTIS by the satellite libraries. A few satellite libraries feel that OTIS has actually slowed their access to the Department of Libraries resources. Although there are no records to prove or disprove this point, it raises a basic question about networks--especially state-wide networks. In the present (and foreseeable) state of the communication art, what are the advantages of interposing geographically scattered transmission sites --or for that matter, "regional reference centers"? What are the advantages of several resource centers in a state? Why not have just one? In Oklahoma, the latter question is rhetorical since in fact there is no one overwhelmingly strong resource library. This basic question about the validity of a geographically regional organization of library service remains to be resolved. This study has added to the evidence only that

1) Most transmission site libraries believe that OTIS has led to closer relationships between libraries in their area.
2) OTIS has not encouraged a coordinate approach to book selection.

3) Satellite libraries are not using OTIS to any great extent.

4) OTIS has become an important adjunct of systems services.

VII

SUMMARY AND RECOMMENDATIONS

The major findings of this investigation of Oklahoma's Teletypewriter Information System are:

1) OTIS has grown steadily in use and in the unanimous opinion of all directors of transmission site and resource libraries has significantly improved the public's access to resources.

2) OTIS has resulted in wide spread improvement of local public library collections.

3) Although OTIS is now delivering 39% of material requested on the same day, and 90% within a month, effort should be made to overcome the long delays on some requests, largely caused by the fact that materials are not available in Oklahoma or not in sufficient duplication.

4) Public library systems account for more than one third of OTIS requests.

5) The exchange of materials between the two

state universities accounts for 19% of OTIS requests.

6) Books are the most prevalent type of material being requested on OTIS.

7) The Department of Libraries fills 62% of the requests received by OTIS. Tulsa City-County Library fills 5%, Oklahoma County libraries fill 7%, and Oklahoma State University and Oklahoma University fill about 6% each.

8) Students of all levels, faculty and teachers are the largest users of OTIS.

9) OTIS has received 17,467 requests since its beginning in April 1968.

10) Unit cost of OTIS is approximately $3.29 or 2¢ for each citizen of Oklahoma.

In order to improve OTIS, the following recommendations are offered:

1) Continuous efforts must be made to keep the public and the library community informed about OTIS.

In addition to general mass publicity, effort should be made to inform special user groups such as doctors, lawyers, engineers, teachers, etc. at annual and regional meetings. Another series of workshops should be held to re-inform librarians about the service, and any new regulations which may develop from this study.

2) *New Records and Reporting Forms should be instituted to insure adequate information for continuing evaluation of OTIS.*

3) *A committee should be formed to develop an inter-library loan code for OTIS.* Represented on the committee should be the Oklahoma Library Association, a special library, the Oklahoma University Medical Library, a school library, a state college, a private college and the four resource libraries. Chairman of the committee should be the director of the Department of Libraries. The committee should make its report to the State Library Board.

4) *The Department of Libraries should plan with the Library Resources Coordinator, Oklahoma State Department of Education to encourage high school librarians, teachers and students to use OTIS.* All school libraries should have

a supply of OTIS request forms with information on the location and hours of the nearest transmission site.

5) The Department of Libraries should call a meeting of all state college and community college librarians to encourage use of OTIS. All academic libraries should have a supply of OTIS request forms with information on the location and hours of the nearest transmission site.

6) The Department of Libraries should work with the University of Oklahoma Medical Library to coordinate OTIS with the State-wide Medical Program.

7) The Department of Libraries should initiate a meeting of government officials (state, city, county, school district) with directors of public library systems to inform them about OTIS and other information resources.

8) The Department of Libraries should establish an Acquisitions Coordinating Committee, with Tulsa City-County Library and Oklahoma County libraries to work toward a plan for the

coordinated building of resource collections.

9) Resource libraries should gather detailed statistics on their costs in administering OTIS.

10) The Department of Libraries, in cooperation with the Oklahoma Library Association should propose legislation to meet personnel and resources costs of OTIS.

11) The Department of Libraries should seek a ruling from the Oklahoma Attorney General about serving church supported school and college libraries through OTIS.

Appendices

At the request of the Oklahoma Department of Libraries, I am conducting a study of the Oklahoma Teletype Information System (OTIS). We need your ideas about how OTIS is working and how it could be improved. Would you be willing to fill out the following questionnaire and return one copy to me by July 11, 1969. If you cannot supply exact answers, please estimate and indicate that you have done so.

Genevieve M. Casey
Associate Professor, Library Science
Wayne State University
574 Goldengate W.
Detroit, Michigan 48203

Name of library ______________________________

Address ______________________________

Telephone Number ______________________________

Person Answering Questionnaire ____________________
Name

____
Title

1. Number of items requested through interlibrary loan in year prior to OTIS ____________________

2. Number items requested through interlibrary loan since OTIS ____________________

3. Number of interlibrary loan requests sent through OTIS since it began ____________________

4. Number of interlibrary loan requests not sent through OTIS in same period
   To libraries within Oklahoma ______________
   To libraries outside Oklahoma ______________

5. Number of interlibrary loan requests sent through OTIS which were cancelled ______________

6. Number of interlibrary loan requests in the year prior to OTIS
   Filled by libraries within Oklahoma____________
   Filled by libraries outside Oklahoma___________

7. Number of interlibrary loan requests since OTIS
   Filled by libraries within Oklahoma____________
   Filled by libraries outside Oklahoma___________

8. Number of requests sent through OTIS which originated in your library ____________

9. Number of requests sent through OTIS which originated in sattelite libraries ____________

10. Number of requests from sattelite libraries which were filled by the TWX Center Library ____________

11. Number of volumes loaned to other libraries in year prior to OTIS ____________
    Since OTIS ____________

12. Time between when a patron made a request at a sattelite library and when it was forwarded from the TWX Center
    Shortest time ____________
    Longest time ____________
    Average time ____________

13. Average time required to fill requests forwarded to the State Library by mail in year prior to OTIS ____________

14. Average time required to fill requests through OTIS ____________

15. What types of patrons originate OTIS requests

	Number	Percentage of Total Requests
High School Students	______	____________
Undergraduate College Students	______	____________

15. (cont.)

	Number	Percentage of Total Requests
Graduate Students		
Teachers (Elementary-Secondary)		
College & University Faculty		
Business Men		
Engineers		
Medical Doctors & Nurses		
Other Professional people (please specify		
Housewives		
Other		

16. What types of libraries originated OTIS requests?

	Number	Percentage of Total Requests
Pulbic libraries		
Public School libraries		
Private School libraries		
Community Colleges libraries		
State College libraries		
State Universities		
Private Colleges		

17. How have the people in your community been informed about OTIS? Please check method used, indicating frequency.

Articles in local newspaper ______________

Articles in business or industry newsletters (please specify) ______________

Articles in student newspapers ______________

17. (cont.)

Articles in professional journals (please specify) ____________

Posters outside the library ____________

Posters inside the library ____________

Brochures ____________

Book marks ____________

TV announcements ____________

Announcements at meetings ____________

  Elementary teachers ____________

  Secondary teachers ____________

  College faculty ____________

  Church groups ____________

  Women's clubs ____________

  Service Clubs ____________

  Library groups ____________

  Other groups (please specify) ____________

  Other methods (please specify) ____________

18. Cost to your library for interlibrary loan in year prior to OTIS:

	Hours/Week	Hourly Salary
Professional time	________	________
Clerical time	________	________
Other costs (please specify)	________	________

19. Cost to your library for OTIS administration

	Hours/Week	Hourly Salary
Professional time	________	________
Clerical time	________	________
Other costs (please specify)	________	________

20. Has OTIS brought new patrons to your library?

How many? ________ What type? ____________

21. Has OTIS changed the kind of request you receive from your patrons? (please specify)

____

____

22. How has OTIS effected your own book selection?

____

____

23. Has OTIS led to coordinated book selection in your area?

Among public libraries? __________

Among public and school libraries?__________

Among public and academic libraries?__________

Among public and special libraries?__________

24. Has OTIS improved service to your patrons?________

How?__________________________________

25. Has OTIS led to closer relations

Among the public libraries in your area_____

Among the libraries of all types in your community _______

26. What records are you keeping about OTIS?

(Please send sample forms)

27. What changes would you like to see in OTIS?

Less time in filling requests __________

Wider range of material eligible for request (please specify) __________

____

Narrower range of material eligible for request (please specify) __________

____

Standardization of record keeping __________

27. (cont.)

More publicity? ____________________

More - fewer - or different TWX Centers (please specify)____________________

____

Free photo copying ____________________

Free use by public school libraries____________

Free use by private school libraries____________

Free use by undergraduates ________________

Free use by special libraries ________________

28. How would you recommend that use of OTIS be increased in your area?

____

____

____

____

29. What other arrangements in addition to OTIS do you have for sharing resources with other libraries?

____

____

____

____

30. Would you recommend that OTIS be continued?

____

OKLAHOMA PUBLIC LIBRARY SYSTEMS AND DEMONSTRATIONS
JUNE 30, 1969

Oklahoma County Libraries

Tulsa City-County Library System

Western Plains Library System, Clinton Oklahoma
(Includes Custer, Washita, Dewey Counties Roger Mills County will vote in September, 1969)

Pioneer Multi-County System, Norman, Oklahoma
(Includes Cleveland and McLain Counties)

Chickasaw Library System, Ardmore, Oklahoma
(Includes Carter, Johnston, Love, Murray Counties. Coal County is under demonstration)

Choctaw Nations Library System, Macalester, Oklahoma. Demonstration. (Includes Pittsburgh, Lattimore, LaFleur, Haskel Counties)

OTIS TRANSMISSION SITES AND RESOURCE LIBRARIES DIRECTORY (WITH COUNTIES SERVED AND TWX CODE)

Chickasaw Library System
22 Broadlawn Village
Ardmore, Oklahoma 73401
405-CA 3-3164
CLS

- Atoka
- Bryan
- Carter
- Coal
- Johnston
- Love
- Marshall
- Murray
- Pontotoc

Choctaw Nation Multi-County Library
McAlester Public Library
McAlester, Oklahoma 74501
819-423-1865
CNMCL

- Choctaw
- Haskell
- Hughes
- Latimer
- LeFlore
- McCurtain
- Pittsburg
- Pushmatah

Western Plains Library System
P.O. Box 627
Clinton, Oklahoma 74401
405-FA 3-0974
CWDL

- Custer
- Dewey

Western Plains Library System (cont.)

Beckham
Greer
Harmon
Roger Mills
Washita

Guymon Public Library
Guymon, Oklahoma 73942
405-338-3501
GPL

Beaver
Cimarron
Texas

Lawton Public Library
Lawton, Oklahoma 73501
405-EL 3-4347
LPL
Caddo
Comanche
Cotton
Jackson
Jefferson
Kiowa
Stephens
Tillman

Muskogee Public Library
Muskogee, Oklahoma 74401
918-MU 2-6657
MPL
Adair
Cherokee
Creek
McIntosh
Muskogee
Okmuskee
Okmulgee
Swquoyah
Wagoner

Public Library of Enid and Garfield County
Enid, Oklahoma 73701
405-AD 4-6313
PLEG

- Alfalfa
- Blaine
- Ellis
- Garfield
- Grand
- Harper
- Kay
- Kingfisher
- Lincoln
- Logan
- Major
- Nobel
- Payne
- Woodward
- Woods

Pioneer Multi-County Library
225 North Webster
Norman, Oklahoma 73069
405-JE 4-1481
PMC

- Canadian
- Cleveland
- Garvin
- Grady
- McClain
- Pottawatomie
- Seminold

U. S. Bureau of Mines
Petroleum Research Library Center
Bartlesville, Oklahoma 74003
918-Fe 6-2400 Ext. 228-223
USBML

- Craig
- Delaware
- Mayes
- Nowata
- Osage
- Ottawa
- Pawnee
- Rogers
- Washington

Resource Libraries

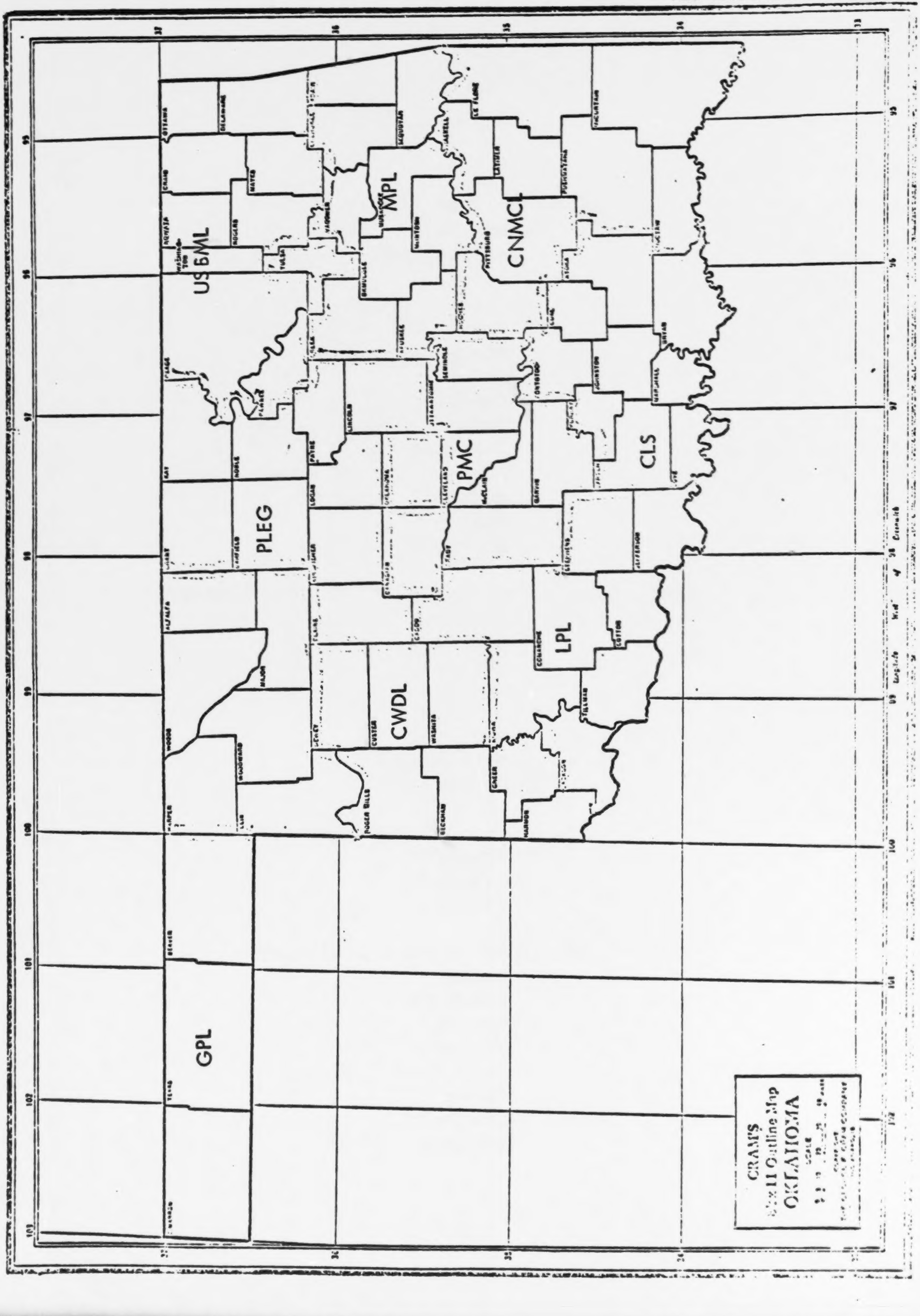
Oklahoma County Libraries
3rd and Robinson
Oklahoma City, Iklahoma 73102
405--CE 5-0574
OKC

Tulsa City-County Libraries
400 Civic Center
Tulsa, Oklahoma 74103
918 - 582-8831
OKT

Oklahoma State University
Stillwater, Oklahoma 74074
405 - 372-6211
OKS

Oklahoma University
Norman, Oklahoma 73069
405 - 325-2611
OKT

MAP NO. C0534—OKLAHOMA


USBML
MPL
CNMCL
PMC
CLS
PLEG
LPL
CWDL
GPL
CRAM'S
11 Outline Map
OKLAHOMA
SCALE

COUNTIES TO BE SERVED BY EACH TRANSMISSION SITE APRIL 1968

CLS (Chickasaw Library System)
- Atoka
- Bryan
- Carter
- Coal
- Johnston
- Love
- Marshall
- Murray
- Pontotoc

CNMCL (Choctaw Nation Multi-County Library)
- Choctaw
- Haskell
- Hughes
- Latimer
- LeFlore
- McCurtain
- Pittsburg
- Pushmataha

GPL (Guymon Public Library)
- Beaver
- Cimarron
- Texas

LPL (Lawton Public Library)
- Caddo
- Comanche
- Cotton
- Jackson
- Jefferson
- Kiowa
- Stephens
- Tillman

- MPL (Muskogee Public Library)
  - Adair
  - Cherokee
  - Creek
  - McIntosh
  - Muskogee
  - Okfuskee
  - Okmulgee
  - Sequoyah
  - Wagoner

- NWSC (Northwestern State College Library)
  - Alfalfa
  - Ellis
  - Harper
  - Major
  - Woodward
  - Woods

- PMC (Pioneer Multi-County Library)
  - Canadian
  - Cleveland
  - Garvin
  - Grady
  - McClain
  - Pottawatomie
  - Seminole

- PLEG (Public Library of Enid and Garfield County)
  - Blaine
  - Garfield
  - Grant
  - Kay
  - Kingfisher
  - Lincoln
  - Logan
  - Noble
  - Payne

- USBML (U. S. Bureau of Mines Library)
  - Craig
  - Delaware
  - Mayes
  - Nowata
  - Osage
  - Ottawa

USBML (U.S. Bureau of Mines Library--cont.)
- Pawnee
- Rogers
- Washington

CWDL (Custer-Washita Dewey Library)
- Custer
- Dewey
- Beckham
- Greer
- Harmon
- Roger Mills
- Washita

Digest of Opinions of the Attorney General

PUBLISHED MONTHLY

1907

Oklahoma City, Oklahoma Opinions 10-16-65 to 11-15-65 (33)

(9-16) 65-302 State Dept. of Education. Opinion No. 65-302 answers specific questions relating to administration of Public Law 89-10 enacted by the 89th Congress, entitled the "Elementary and Secondary Education Act of 1965." (1) Classes cannot be conducted for eligible pupils in a parochial or private school building which are administered, supervised, and taught by public school personnel. Personnel cannot be paid with public funds and furnished to parochial schools. (2) Eligible pupils enrolled in a private or parochial school can participate in approved programs which are conducted in a public school building, providing private or parochial students are enrolled in the public schools of the district under proper rules and regulations of the State Board of Education and of the Board of Education of the local school district and providing no transportation is furnished such pupils by public school buses between the parochial school and the public school. (3) Special personnel, mobil units, tests, health and physical instructors, books and equipment purchased or paid for with public funds cannot be furnished students in private or parochial schools unless such students are enrolled in the public schools and transported by private transportation thereto for classes and services, under proper rules and regulations of the State Board of Education and of the local school district board of education. (4) Private or parochial school pupils cannot participate in approved programs of a school district in which regular school district funds have been used to supplement funds allotted under an approved application. There is no essential difference in whether or not federal grant funds only are used in approved programs or federal grant funds and local school district funds are used; both are public money or property within the prohibition contained in Article II, Section 5, Oklahoma Constitution. (5) The furnishing of materials such as those listed in Title II, Public Law 89-10, bought with public money becomes public property, and cannot, legally, be furnished private or parochial school pupils and teachers. Any scheme or plan to furnish such materials through a library or educational organization would only be doing indirectly what is prohibited by law from being done directly. (W. J. Monroe)

* * * *

TOTAL REQUESTS TRANSMITTED THROUGH OTIS
April, 1968 - June 30, 1969

Libraries	April to June 1968	July to December 1968	January to June 1969	Total Requests	Percentage of Total Requests	Increase Since 1st Period	Percentage of Decrease
OK	133	137	174	444	2%	41	
OKC	79	262	239	580	3%	160	
OKS	227	543	578	1,348	8%	351	
OKT	253	666	726	1,645	9%	473	
OKU	252 Apr. requests omitted	569	727	1,548	8%))11%	475	
OU Med	22	271	393	686	3%)	371	
CLS	395	1,041	1,437	2,873	10%	1,042	
CNMCL	428	758	669	1,855	10%	241	
CWDL	376	1,425	1,511	3,312	19%	1,135	
GPL	102	229	201	532	3%	99	
LPL	109	192	279	580	3%	170	
MPL	40	163	289	492	2%	249	
NWSC	17	15*		32	.01%		
PLEG	91	168	303	562	390	212	
PMC	75	196	336	607	3%	261	
USBML	23	115	115	253	1%	92	
Outstate	2	18	98	118	.06%	96	
TOTAL	2,624	6,768	8,075	17,467		5,451	

*Discontinued, February, 1969

EFFECT OF OTIS ON FLOW OF MATERIALS IN OKLAHOMA

Resource Libraries	Number of Volumes Borrowed Thru Interlibrary Loan in Year Prior to OTIS	Number of Items Borrowed Thru Interlibrary Loan in Year Since OTIS	Numerical	Percentage of Gain
OKC	500	911	+ 411	82%
OKS	1,726	2,959	+1,233	71%
OKT	1,099	1,725	+ 626	56%
OKU	3,536	4,711	+1,175	36%
Transmitting Sites				
CLS				
CNMCL	65	1,855	+1,796	2900%
CWDL	1,432	4,429	+2,997	2090%
GPL		500	+ 500	500%
LPL				
MPL	180	498	+ 318	176%
PLEG	81	916	+ 835	1030%
PMC		579		
USBM	470	607 (516 for USBM Library	+ 137	29%

TYPES OF LIBRARIES ORIGINATING OTIS REQUESTS
(As Reported by Libraries Responding to Questionnaire)

Libraries	Public	Public Schools	Private School	Community College	State College	State University	Private Colleges	Other Special
OKC	10%	20%	10%	20%	10%	10%	20%	
OKS	N.A.							
OKT	96%						4%	
OKU	48.5%				5%	38.5%		8%
CLS	90%				8-10%			1-2%
CNMCL								
CWDL	80%	13%			.06%			
GPL	N.A.							
LPL								
MPL	N.A.							
MWSC								
PLEG	10%	20%						
PMC	Almost 100%				Less Than 1%			
USBM	23%	14%		2%	2%			Fed.Govt. Library 58%

THE FLOW OF MATERIALS IN OKLAHOMA THROUGH OTIS
(Based on TWX Records, September-October, 1968)

LIBRARY SUPPLYING

Libraries Requesting	OK	OKC	OKS	OKT	OKU	OU Med	CLS	MPL	Outstate	Other	Total Material
OK	13	5	5	3	13	3	3	1	1	1	48
OKC	3		1	1	3			1	2	1	12
OKS					65						65
OKT	7		3		10	3	1		15		39
OKU			29	2	1				1	1	34
OU Med			9		31						40
CLS	32	4		3		1			1	1	42
CNMCL	32	5	4	1					1	1	44
CWDL	52			1						1	54
GPL	24	6		2		7			2	1	42
LPL	20	4	1	3	1	1			1	1	32
MPL	20	3	4	3		2			5		37
NWSC	6		2	1							9
PLEG	18	3	11	2	1		4				39
PMC	21	5	2	5	2					6	41
USBML	14		5	4	5	4			1		33
TOTAL Materials Sent	262	35	76	31	132	21					14
TOTAL Materials Received	48	12	65	39	34	40					

State of Oklahoma
THE OKLAHOMA DEPARTMENT OF LIBRARIES
109 State Capitol Oklahoma City, 73105

March 18,1968

Mrs. Jeanne Frederick, Librarian
Crown Point Center Public Library
223 South Main Street
Crown Point, Indiana 46307

Dear Librarian:

The Oklahoma Department of Libraries is installing a TWX machine during the latter part of this month. For the most part, it will be used in trying to locate library materials for Oklahoma which cannot be located in this State. We have two public libraries, Oklahoma County and Tulsa City-County Libraries, which will serve as resource libraries for more popular materials, and two academic libraries, Oklahoma State University and the University of Oklahoma Libraries, which will serve as resource centers for more scholarly materials. The Department, itself, will first try to supply wants from its own collection, and before going outside the State, a professional librarian will weed out any non-serious requests.

We want to know if there are any impediments to borrowing materials occasionally from your library. If there are any procedures which are necessary or which would be helpful for us to follow in requesting material from you, please let us know.

Be assured that we would be happy to try to locate materials in this State for the use of your patrons at any time. We will have instant teletype access on a closed-circuit arrangement to sixteen major libraries in Oklahoma.

Thank you for your consideration.

Very truly yours,

Ralph H. Funk

Ralph H. Funk,
Acting Director

RHF:sr

U.S. LIBRARIES WILLING TO LEND MATERIALS REQUESTED BY OKLAHOMA DEPARTMENT OF LIBRARIES THROUGH TELETYPWRITER

Alameda County Library, Hayward, California

Arizona State Department of Library and Archives,
Phoenix, Arizona

Ball State University, Muncie, Indiana

Bowman Gray School of Medicine, Wake Forest University,
Winston-Salem, North Carolina

Brooks Memorial Library, Brattleboro, Vermont

California State Library, Sacramento, California

Carnegie Library of Pittsburgh, Pittsburgh, Pennsylvania

Clarkson College of Technology, Patsdom, New York

Crown Point Center Public Library, Crown Point, Indiana

East Chicago Public Library, East Chicago, Indiana

Fresno County Free Library, Fresno, California

Gary Public Library, Gary, Indiana

Grand Island Public Library, Grand Island, Nebraska

Hastings Public Library, Hastings, Nebraska

Indiana State Library, Indianapolis, Indiana

Indiana State University, Terre Haute, Indiana

Indiana University Libraries, Bloomington, Indiana

John Crerar Library, Chicago, Illinois (Inter-library loan available only to members. TWX requests for photocopying and translation services accepted)

Kansas City Public Library, Kansas City, Missouri

Lake County Public Library, Gary, Indiana

Mary Washington College, Fredericksburg, Virginia

Nebraska Public Library Commission, Lincoln, Nebraska

New Albany-Floyd County Public Library, New Albany, Indiana

New York Academy of Medicine Library, New York, New York

Omaha Public Library, Omaha, Nebraska

Prescott Public Library, Prescott, Arizona

Ramapo-Catskill Library System, Middletown, New York

Rutland Free Library, Rutland, Vermont

St. Johnsbury Athenaeum, St. Johnsbury, Vermont

Southern Adirondack Library System, Saratoga Springs, New York

Union Theological Seminary, New York, N.Y.

Vanderbilt University, Nashville, Tennessee

Virginia Institute of Marine Science, Gloucester Point, Virginia

Virginia Military Institute, Lexington, Virginia

William H. Welch Medical Library, Johns Hopkins University, Baltimore, Maryland

Wisconsin State Library, Madison, Wisconsin (photocopies or 35mm film)

Yale University, New Haven, Connecticut

Yuma City-County Library, Yuma, Arizona

LETTER CONTRACT

This letter is an agreement between the Bibliographical Center for Research, Rocky Mountain Region, Inc., and the Oklahoma Department of Libraries for the year beginning January 1, 1969 and ending December 31, 1969.

The Bibliographical Center for Research, Rocky Mountain Region, Inc., agrees to perform the following services:

1. Location of books and other library materials by means of a regional union catalog, and other bibliographical tools.
2. Arrangements of interlibrary loans.
3. Identification of books and other library materials.
4. Location of specialized collections and bibliographies.
5. Literature searches.
6. Preparation of bibliographies.
7. Publication of special bibliographies, annual report, and newsletter.

In return for these services, Oklahoma Department of Libraries - agrees to pay to the Bibliographical Center for Research, Rocky Mountain Region, Inc., an annual membership fee as set forth in the accompanying fee schedule, for the period named, and any and all fees due the Bibliographical Center for Research, Rocky Mountain Region, Inc., for requests and services submitted to it under the aforementioned fee schedule during the period named.

It is understood by both parties that this agreement will continue in force and in effect under the same terms and conditions until one of the parties gives written notice to the contrary within 30 days of the date of expiration of this contract, or within 30 days of any succeeding anniversary date, provided that at the time of such termination all payments due under this agreement shall have been made by the Oklahoma Department of Libraries

In witness the parties have signed this agreement:

ACCEPTED

Date: April 9, 1969

Bibliographical Center for Research,
Rocky Mountain Region, Inc.

Director

Date April 10, 1969

Library: Oklahoma Department
of Libraries

Ralph H. Funk
Librarian

12/27/66/hvg/BC

CATEGORIES OF USERS OF OTIS
(Based on Analysis of 798 Actual Requests in September-October, 1968)

Library	Faculty	Teacher	Graduate Students	Under-Graduate	H.S. Students	State & Federal Gov't Workers	Business-men	Other Prof. Workers	House-wives	Other Adults
OK	1					39%-19				28
OKC							1	13		7
OKS	49		32					9 Librns.		9
OKT	1						11	6	2	28
OKU	38		46					2 Librns.		
CLS		5			7			1 Doctor		41
CNMCL				1	18			1 Doctor		35
CWDL		46			1		1		6	
GPL	6	1		13				5	4	26
LPL		3		9		15		1		23
MPL	4	11		7				8		20
NWSC	2		2	25			4		10	5
PLEG	4									48
PMC		6	5		8				3	18
USBML			1			11				25
TOTAL	105	72	86	55	34	45	17	46	25	313

PERCENTAGES OF TYPES OF MATERIAL REQUESTED ON OTIS
(Based on Analysis of Teletype Records, September-October, 1968

Libraries	Books	Serial	Other Printed Material	Films	Subject Requests
OK	59%	31%	8%		2%
OKC	61%		39%		
OKS	43%	45%	12%		
OKT	56%	31%	1%	12%	
OKU	52%	32%	16%		
OU Med	31%	65%	4%		
CLS	59%	1%	3%	12%	25%
CNMCL	75%		1%	5%	18%
CWDL	20%		2%	76%	
GPL	80%	10%			10%
LPL	90%	9%	1%		
MPL	72%	6%	22%		
NWSC	61%	15%	1%		23%
PLEG	86%	13%	1%		
PMC	89%	4%	3%		4%
USBML	62%	29%	4%		5%
TOTAL	(Median - 61%)	(Median - 13%)			

EFFECT OF OTIS ON USE OF COLLECTIONS IN TRANSMISSION SITE AND RESOURCE LIBRARIES

	Number of Requests Originating in TWX Library	Number of Requests Originating in Satellite Libraries	Number of Requests from Satellite Libraries filled from TWX Lib. Collection	Number of Vols. Loaned to Other Libraries in Year Prior to OTIS	Number of Vols. Loaned to Other Libraries Since OTIS
OKC	600* (est.)	286 (est.)	150 (est.)	344	1,221
OKS	1,089	None-OKS is Resource Library not transmitting	N.A.	789 (in Oklahoma)	906 (in Oklahoma)
OKT	1,520	30 (est.)	2	175	538
OKU	1,298	None-OKU is Resource Library not transmitting	N.A.	3,317 (including out of State	3,527 including out of State
CLS	2,700	160	50% (est.)	occasionally	84
CNMCL	638	1,217	960 (est.)	none	
CWDL	3,038*	60 Additional Requests from Unafilliated library)	10	none	30 (est.)
GPL					
LPL					
MPL	249 (est.)	249 (est.)	50 (est.)	none	
MWSC					
PLEG	300 (est.)	125 (est.)		10 (est.)	150 (est.)
PMC	372	200*		none	
USBM	109	91	3	351	336

* Requests from libraries in system.

TIME BETWEEN REQUESTS RECEIVED AT OKLAHOMA DEPARTMENT OF LIBRARIES AND MATERIAL SENT TO BORROWING LIBRARY--OCTOBER, 1968

Time	OK	OKS	OKT	OKC	OU Med	OKU	Total Requests	Percentage of Total Requests	
1 Day	127	3	8	-	13	8	159	24%	
2-3 Days	67	40	4	-	4	15	130	19%	44%
4-5 Days	48	22	2	-	1	9	82	12%	
6-8 Days	24	16	17	3	-	21	81	12%	68%
9-10 Days	5	1	4	2	-	6	18	2%	
11-12 Days	6	1	4	-	1	7	19	2%	72%
14-16 Days	12	1	5	1	-	13	32	4%	
17-20 Days	6	3	3	1	-	11	24	3%	
21-28 Days	12	6	1	2	2	13	36	5%	83%
One Month or More	45	7	8	1	-	12	73	10% over one month	

TIME BETWEEN REQUESTS RECEIVED AT OKLAHOMA DEPARTMENT OF LIBRARIES AND MATERIAL SENT TO BORROWING LIBRARY--JANUARY 1969

Time	OK	OKS	OKT	OKC	OU Med	OKU	Total Requests	Percentage of Total Requests
1 Day	201	13	2	3	10	6	275	39%
2-3 Days	56	23	3	4	-	2	88	11% (49% within 3 days)
4-5 Days	16	7	12	5	6	26	72	10%
6-8 Days	14	30	11	6	2	30	93	13% (73% within 8 days)
9-10 Days	5	1	5	3	-	8	22	3%
11-13 Days	7	4	2	1	1	11	26	3% (80% within 2 wks.
14-16 Days	3	4	5	-	-	4	16	-
17-20 Days	11	2	1	2	-	2	18	-
21-28 Days	11	3	1	1	1	5	21	(90% within 1 mo.
One Month or More	59	4	6	-	-	2	71	10% over one month

COST OF OTIS TO RESOURCE LIBRARIES, 1968/1969

Library	Prof. Time in Hours	Hourly Rate	Total	Cler. Time in Hrs.	Hourly Rate	Total	Other Costs	Total	Average No.of Requests Filled Per Week	Average No.of Requests Filled Per Week	Unit Cost Per Query	Unit Cost Per Request Filled
OKC	20	$2.87 (est.)	$57.40	20	$1.75	$35.00	$4.43 per Wk. postage	$96.83	10	38	$2.52	$ 9.68
OKS	2	$3.00	6.00	10	1.60	16.00		22.00	11	25	.88	2.00
OKT				40	1.85	74.00		74.00	11	37	2.00	6.72
OKU	15*	3.55	65.75	20**	1.50	37.50		103.25	10	28	3.68	10.32
TOTAL								$296.08				

*Library Fellow - 5 hrs. at $2.50

**Photo Duplication 5 hrs. at $1.50

RECOMMENDED CHANGES IN OTIS ADMINISTRATION

Library	Less Time In Filling Requests	Wider Range of Eligible Materials	Standard-ization of Record-Keeping	More Publicity	Free Photocopying	Free Use By Schools	Freer Use By Under Graduates	Freer Use by Special Libraries
OKC	yes	Geneology		no	no	no	no	no
OKS	yes		Only if it means fewer records		If Subsidized		"Absolutely not"	
OKT	yes	Geneology-Microfilms Local History	yes	yes		yes	yes	yes
OK[illegible]			yes					
CLS	yes	More definite policy on students & Juvenile Material	yes	yes	yes	yes	yes	yes
CNMCL	yes	no	yes	yes state-wide				
CWDL	yes	yes	yes		yes	yes	yes	yes
GPL								
LPL								
MPL	yes	yes	yes					
PLEG	yes	no		yes	yes			
PMC	yes		yes	yes			yes	
USBML	yes	no	yes	no	yes	yes	yes	yes